

Enterprise Incident Report May 2012

As of 6/4/2012

Human Services

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution			
			High	Low	Medium	FCR Total
Human Services	Application Server Support Team	Dale Hicks	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Application Services	Bart Purser	0 0	1 0	0 0	1 0
		Danielle Hood	0 0	2 0	0 0	2 0
		Dustin Crump	0 0	30 0	0 0	30 0
		Martin Gonzalez	0 0	8 8	0 0	8 8
		Paul Lundell	0 0	10 0	0 0	10 0
		Terry Forsgren	0 0	5 2	0 0	5 2
		Tony Larsen	0 0	11 2	0 0	11 2
		Assigned to Individual Total	0 0	67 12	0 0	67 12
	Application Support	Brian Whitesides	0 0	1 0	0 0	1 0

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Human Services

			High	Low	Medium	FCR Total
Human Services	Application Support	Justin Rasmussen	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Application Support - CAPS	Brent Mabey	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Application Support - EFIND	Anhkim Le	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Application Support - MMIS	Steven Hegji	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	3 0	0 0	3 0
	Campus Networking	Charmaine Malan	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	3 0	0 0	3 0
	Capitol Desktop Support	Danielle Hood	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Capitol Hosting	Curtis Parker	0 0	2 0	0 0	2 0
		Matt Dunlap	0 0	1 0	0 0	1 0

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Human Services

			High	Low	Medium	FCR Total
Human Services	Capitol Hosting	Patrick Funk	0 0	0 0	1 0	1 0
		Assigned to Individual Total	0 0	3 0	1 0	4 0
	Contracts	Laura Larsen	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Help Desk	Brenda Treadway	0 0	30 30	0 0	30 30
		Dawn Wayment	0 0	1 0	0 0	1 0
		Eileen Dubach	0 0	21 21	0 0	21 21
		Gerard Russell	0 0	1 0	0 0	1 0
		James Stearns	0 0	31 31	0 0	31 31
		Julie VanBeekum	0 0	55 55	0 0	55 55
		Lori Newren	0 0	1 1	0 0	1 1
		Sarah Johnson	0 0	1 0	0 0	1 0
		Vicky Marrelli	0 0	47 44	0 0	47 44
		Assigned to Individual Total	0 0	188 182	0 0	188 182

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Human Services

			High	Low	Medium	FCR Total
Human Services	Metro A Desktop Support	Mike Beynon	0 0	4 1	0 0	4 1
		Assigned to Individual Total	0 0	4 1	0 0	4 1
	Metro A Help Desk	Cindy Schroeder	0 0	2 1	0 0	2 1
		Ed Conrad	0 0	3 3	0 0	3 3
		Assigned to Individual Total	0 0	5 4	0 0	5 4
	Metro B Desktop Support	Annice Valdez	0 0	71 3	0 0	71 3
		Anthony Booyse	0 0	28 2	0 0	28 2
		Bill Crowther	0 0	11 1	0 0	11 1
		Cindy Reed	0 0	19 0	0 0	19 0
		Jay Locker	0 0	23 0	0 0	23 0
		Joe tupou	0 0	1 0	0 0	1 0
		Ken Bolcom	1 0	21 0	0 0	22 0
		Matthew Blunk	0 0	3 2	0 0	3 2
		Michael Barth	0 0	12 0	1 0	13 0

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Human Services

			High	Low	Medium	FCR Total
Human Services	Metro B Desktop Support	Peter Musser	0 0	38 16	2 1	40 17
		Sami Casey	0 0	1 0	0 0	1 0
		Sean Chadbourne	0 0	3 0	0 0	3 0
		Stephanie Young	0 0	2 1	0 0	2 1
		Tyler Pearce	0 0	12 3	0 0	12 3
		Assigned to Individual Total	1 0	245 28	3 1	249 29
	Metro B Help Desk	Gary Graham	0 0	236 181	1 0	237 181
		Janet Hongsyvilay	0 0	189 147	0 0	189 147
		None	0 0	1 0	0 0	1 0
		Val Shepherd	2 0	386 234	4 0	392 234
		Assigned to Individual Total	2 0	812 562	5 0	819 562
	Metro B Hosting	James Gramse	0 0	9 6	0 0	9 6
		Justin Rasmussen	0 0	6 0	0 0	6 0
		Paul Engbersen	1 0	1 0	0 0	2 0

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Human Services

			High	Low	Medium	FCR Total
Human Services	Metro B Hosting	Paul Seager	0 0	15 0	0 0	15 0
		Assigned to Individual Total	1 0	31 6	0 0	32 6
	Metro C Desktop Support	Chad D Fowers	0 0	5 1	0 0	5 1
		Troy Buchanan	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	6 1	0 0	6 1
	Metro C Help Desk	Cindy Romrell	0 0	1 1	0 0	1 1
		Cliff Jensen	0 0	1 1	0 0	1 1
		Reed Stohel	0 0	48 48	0 0	48 48
		Ross Owen	0 0	41 40	0 0	41 40
		Assigned to Individual Total	0 0	91 90	0 0	91 90
	Metro D Help Desk	Doug Brown	0 0	2 2	0 0	2 2
		Jed Patrick	0 0	2 1	0 0	2 1
		Assigned to Individual Total	0 0	4 3	0 0	4 3
	Network Operations	Dave Bodily	0 0	1 0	0 0	1 0

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Human Services

			High	Low	Medium	FCR Total
Human Services	Network Operations	Assigned to Individual Total	0	1	0	1
			0	0	0	0
	Operations Production Control	Cal Brinton	0	4	0	4
			0	3	0	3
		Christie Burnham	0	5	0	5
			0	5	0	5
		Duane Hardy	0	1	0	1
			0	0	0	0
		Lester Aoki	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	11	0	11
			0	8	0	8
	ORS Case Imaging	Dan Barrett	0	2	0	2
			0	0	0	0
		Pam Lee	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	3	0	3
			0	0	0	0
	ORS Content Manager	Dan Barrett	0	3	0	3
			0	0	0	0
		Hoang Ha	0	1	0	1
			0	0	0	0
		Les Roberts	0	2	0	2
			0	0	0	0
		Assigned to Individual Total	0	6	0	6
			0	0	0	0
	Rural Central Desktop Support	Gerald Adams	0	1	0	1
			0	1	0	1

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Human Services

			High	Low	Medium	FCR Total
Human Services	Rural Central Desktop Support	Jay Barfuss	0 0	4 4	0 0	4 4
		Jeremy Standifird	0 0	14 1	0 0	14 1
		Jessica Purcell	0 0	21 14	0 0	21 14
		John Donaldson	0 0	33 24	4 1	37 25
		Paul Petersen	0 0	37 12	0 0	37 12
		Robert Case	0 0	60 22	0 0	60 22
		Rod Montoya	0 0	3 2	0 0	3 2
		Ron LeBaron	0 0	33 18	0 0	33 18
		Todd Hardy	0 0	5 4	0 0	5 4
		Troy Morris	0 0	20 10	0 0	20 10
		Assigned to Individual Total	0 0	231 112	4 1	235 113
	Rural North Desktop Support	Dane Smith	0 0	3 0	0 0	3 0
		Don Higgs	0 0	1 1	0 0	1 1
		Kelly Warren	0 0	2 2	0 0	2 2

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Human Services

			High	Low	Medium	FCR Total
Human Services	Rural North Desktop Support	Kim Ratuszniak	0 0	22 21	0 0	22 21
		Lori Hartzell	0 0	27 10	0 0	27 10
		Neil Smedley	0 0	4 1	0 0	4 1
		Ruston McKay	0 0	58 58	0 0	58 58
		Ryan Casey	0 0	15 7	0 0	15 7
		Wayne Higgs	0 0	4 1	0 0	4 1
		Assigned to Individual Total	0 0	136 101	0 0	136 101
	Rural South Desktop Support	Doug Chaston	0 0	6 6	0 0	6 6
		Doug Thornton	0 0	3 2	0 0	3 2
		Lance Nay	0 0	10 6	0 0	10 6
		Lane Adams	0 0	5 0	0 0	5 0
		Meladye Shively	0 0	4 1	0 0	4 1
		Ryan Bennett	0 0	2 0	2 0	4 0
		Scott Jesienouski	0 0	3 0	0 0	3 0

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Human Services

			High	Low	Medium	FCR Total
Human Services	Rural South Desktop Support	Assigned to Individual Total	0	33	2	35
			0	15	0	15
	Salt Lake Data Center Operations	Robert Oliver	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	1	0	1
			0	0	0	0
	Security	Austin Farey	0	1	0	1
			0	0	0	0
		Sharon Smith	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	2	0	2
			0	0	0	0
	Strategic Communications	Dennis Rogers	0	1	0	1
			0	0	0	0
		Luis Larios	0	2	0	2
			0	0	0	0
		Assigned to Individual Total	0	3	0	3
			0	0	0	0
	USIIS Outreach	Lisa Young	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	1	0	1
			0	0	0	0
	Voice Operations	Gail Christiansen	0	6	0	6
			0	0	0	0
		Julie Sabato	0	2	0	2
			0	0	0	0
		Kelly Johnson	0	2	0	2
			0	0	0	0

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			High	Low	Medium	FCR Total
Human Services	Voice Operations	Leon Owen	0 0	2 0	1 0	3 0
		Romanza Hamblin Sorensen	1 0	30 12	0 0	31 12
		Assigned to Individual Total	1 0	42 12	1 0	44 12
	Voice/Data/WAN Services	Art Scott	0 0	1 0	0 0	1 0
		Greg Blessing	0 0	2 0	0 0	2 0
		Mike Johnson	0 0	1 0	0 0	1 0
		Mitch Hood	0 0	1 0	0 0	1 0
		T Artis	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	6 0	0 0	6 0
	Assigned Group Total		5 0	1,945 1,137	16 2	1,966 1,139
Customer Company Total			5 0	1,945 1,137	16 2	1,966 1,139

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Human Services

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response			
			High	Low	Medium	MIR Total
Human Services	Application Server Support Team	Dale Hicks	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Application Services	Bart Purser	0 0	1 0	0 0	1 0
		Danielle Hood	0 0	2 0	0 0	2 0
		Dustin Crump	0 0	30 2	0 0	30 2
		Martin Gonzalez	0 0	8 2	0 0	8 2
		Paul Lundell	0 0	10 0	0 0	10 0
		Terry Forsgren	0 0	5 0	0 0	5 0
		Tony Larsen	0 0	11 4	0 0	11 4
		Assigned to Individual Total	0 0	67 8	0 0	67 8
	Application Support	Brian Whitesides	0 0	1 0	0 0	1 0

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Human Services

			High	Low	Medium	MIR Total
Human Services	Application Support	Justin Rasmussen	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Application Support - CAPS	Brent Mabey	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Application Support - EFIND	Anhkim Le	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Application Support - MMIS	Steven Hegji	0 0	3 2	0 0	3 2
		Assigned to Individual Total	0 0	3 2	0 0	3 2
	Campus Networking	Charmaine Malan	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	3 0	0 0	3 0
	Capitol Desktop Support	Danielle Hood	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Capitol Hosting	Curtis Parker	0 0	2 1	0 0	2 1
		Matt Dunlap	0 0	1 1	0 0	1 1

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			High	Low	Medium	MIR Total
Human Services	Capitol Hosting	Patrick Funk	0 0	0 0	1 0	1 0
		Assigned to Individual Total	0 0	3 2	1 0	4 2
	Contracts	Laura Larsen	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	1 1	0 0	1 1
	Help Desk	Brenda Treadway	0 0	30 0	0 0	30 0
		Dawn Wayment	0 0	1 0	0 0	1 0
		Eileen Dubach	0 0	21 0	0 0	21 0
		Gerard Russell	0 0	1 0	0 0	1 0
		James Stearns	0 0	31 0	0 0	31 0
		Julie VanBeekum	0 0	55 0	0 0	55 0
		Lori Newren	0 0	1 0	0 0	1 0
		Sarah Johnson	0 0	1 0	0 0	1 0
		Vicky Marrelli	0 0	47 0	0 0	47 0
		Assigned to Individual Total	0 0	188 0	0 0	188 0

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Human Services

			High	Low	Medium	MIR Total
Human Services	Metro A Desktop Support	Mike Beynon	0 0	4 0	0 0	4 0
		Assigned to Individual Total	0 0	4 0	0 0	4 0
	Metro A Help Desk	Cindy Schroeder	0 0	2 0	0 0	2 0
		Ed Conrad	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	5 0	0 0	5 0
	Metro B Desktop Support	Annice Valdez	0 0	71 0	0 0	71 0
		Anthony Booyse	0 0	28 1	0 0	28 1
		Bill Crowther	0 0	11 3	0 0	11 3
		Cindy Reed	0 0	19 1	0 0	19 1
		Jay Locker	0 0	23 2	0 0	23 2
		Joe tupou	0 0	1 0	0 0	1 0
		Ken Bolkcom	1 0	21 1	0 0	22 1
		Matthew Blunk	0 0	3 0	0 0	3 0
		Michael Barth	0 0	12 0	1 0	13 0

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Human Services

			High	Low	Medium	MIR Total
Human Services	Metro B Desktop Support	Peter Musser	0 0	38 1	2 0	40 1
		Sami Casey	0 0	1 0	0 0	1 0
		Sean Chadbourne	0 0	3 1	0 0	3 1
		Stephanie Young	0 0	2 0	0 0	2 0
		Tyler Pearce	0 0	12 0	0 0	12 0
		Assigned to Individual Total	1 0	245 10	3 0	249 10
	Metro B Help Desk	Gary Graham	0 0	236 4	1 0	237 4
		Janet Hongsyvilay	0 0	189 2	0 0	189 2
		None	0 0	1 0	0 0	1 0
		Val Shepherd	2 0	386 10	4 0	392 10
		Assigned to Individual Total	2 0	812 16	5 0	819 16
	Metro B Hosting	James Gramse	0 0	9 2	0 0	9 2
		Justin Rasmussen	0 0	6 0	0 0	6 0
		Paul Engberson	1 0	1 0	0 0	2 0

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Human Services

			High	Low	Medium	MIR Total
Human Services	Metro B Hosting	Paul Seager	0 0	15 0	0 0	15 0
		Assigned to Individual Total	1 0	31 2	0 0	32 2
	Metro C Desktop Support	Chad D Fowers	0 0	5 0	0 0	5 0
		Troy Buchanan	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	6 0	0 0	6 0
	Metro C Help Desk	Cindy Romrell	0 0	1 0	0 0	1 0
		Cliff Jensen	0 0	1 0	0 0	1 0
		Reed Stohel	0 0	48 0	0 0	48 0
		Ross Owen	0 0	41 0	0 0	41 0
		Assigned to Individual Total	0 0	91 0	0 0	91 0
	Metro D Help Desk	Doug Brown	0 0	2 0	0 0	2 0
		Jed Patrick	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	4 0	0 0	4 0
	Network Operations	Dave Bodily	0 0	1 0	0 0	1 0

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Human Services

			High	Low	Medium	MIR Total
Human Services	Network Operations	Assigned to Individual Total	0	1	0	1
			0	0	0	0
	Operations Production Control	Cal Brinton	0	4	0	4
			0	0	0	0
		Christie Burnham	0	5	0	5
			0	0	0	0
		Duane Hardy	0	1	0	1
			0	1	0	1
		Lester Aoki	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	11	0	11
			0	1	0	1
	ORS Case Imaging	Dan Barrett	0	2	0	2
			0	1	0	1
		Pam Lee	0	1	0	1
			0	1	0	1
		Assigned to Individual Total	0	3	0	3
			0	2	0	2
	ORS Content Manager	Dan Barrett	0	3	0	3
			0	2	0	2
		Hoang Ha	0	1	0	1
			0	1	0	1
		Les Roberts	0	2	0	2
			0	1	0	1
		Assigned to Individual Total	0	6	0	6
			0	4	0	4
	Rural Central Desktop Support	Gerald Adams	0	1	0	1
			0	0	0	0

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			High	Low	Medium	MIR Total
Human Services	Rural Central Desktop Support	Jay Barfuss	0 0	4 0	0 0	4 0
		Jeremy Standifird	0 0	14 1	0 0	14 1
		Jessica Purcell	0 0	21 2	0 0	21 2
		John Donaldson	0 0	33 2	4 1	37 3
		Paul Petersen	0 0	37 3	0 0	37 3
		Robert Case	0 0	60 8	0 0	60 8
		Rod Montoya	0 0	3 0	0 0	3 0
		Ron LeBaron	0 0	33 2	0 0	33 2
		Todd Hardy	0 0	5 1	0 0	5 1
		Troy Morris	0 0	20 1	0 0	20 1
		Assigned to Individual Total	0 0	231 20	4 1	235 21
	Rural North Desktop Support	Dane Smith	0 0	3 0	0 0	3 0
		Don Higgs	0 0	1 0	0 0	1 0
		Kelly Warren	0 0	2 0	0 0	2 0

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Human Services

			High	Low	Medium	MIR Total
Human Services	Rural North Desktop Support	Kim Ratuszniak	0 0	22 1	0 0	22 1
		Lori Hartzell	0 0	27 3	0 0	27 3
		Neil Smedley	0 0	4 0	0 0	4 0
		Ruston McKay	0 0	58 0	0 0	58 0
		Ryan Casey	0 0	15 3	0 0	15 3
		Wayne Higgs	0 0	4 0	0 0	4 0
		Assigned to Individual Total	0 0	136 7	0 0	136 7
	Rural South Desktop Support	Doug Chaston	0 0	6 0	0 0	6 0
		Doug Thornton	0 0	3 1	0 0	3 1
		Lance Nay	0 0	10 0	0 0	10 0
		Lane Adams	0 0	5 0	0 0	5 0
		Meladye Shively	0 0	4 1	0 0	4 1
		Ryan Bennett	0 0	2 0	2 0	4 0
		Scott Jesienouski	0 0	3 0	0 0	3 0

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			High	Low	Medium	MIR Total
Human Services	Rural South Desktop Support	Assigned to Individual Total	0	33	2	35
			0	2	0	2
	Salt Lake Data Center Operations	Robert Oliver	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	1	0	1
			0	0	0	0
	Security	Austin Farey	0	1	0	1
			0	1	0	1
		Sharon Smith	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	2	0	2
			0	1	0	1
	Strategic Communications	Dennis Rogers	0	1	0	1
			0	0	0	0
		Luis Larios	0	2	0	2
			0	0	0	0
	USIIS Outreach	Assigned to Individual Total	0	3	0	3
			0	0	0	0
		Lisa Young	0	1	0	1
			0	1	0	1
		Assigned to Individual Total	0	1	0	1
	Voice Operations	Gail Christiansen	0	6	0	6
			0	0	0	0
		Julie Sabato	0	2	0	2
			0	0	0	0
		Kelly Johnson	0	2	0	2
			0	0	0	0

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			High	Low	Medium	MIR Total
Human Services	Voice Operations	Leon Owen	0 0	2 0	1 0	3 0
		Romanza Hamblin Sorensen	1 0	30 0	0 0	31 0
		Assigned to Individual Total	1 0	42 0	1 0	44 0
	Voice/Data/WAN Services	Art Scott	0 0	1 0	0 0	1 0
		Greg Blessing	0 0	2 0	0 0	2 0
		Mike Johnson	0 0	1 0	0 0	1 0
		Mitch Hood	0 0	1 0	0 0	1 0
		T Artis	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	6 0	0 0	6 0
	Assigned Group Total		5 0	1,945 79	16 1	1,966 80
Customer Company Total			5 0	1,945 79	16 1	1,966 80

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Human Services

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours			
			High	Low	Medium	ATTIR Total
Human Services	Application Server Support Team	Dale Hicks	0 0.00	1 0.07	0 0.00	1 0.07
		Assigned to Individual Total	0 0.00	1 0.07	0 0.00	1 0.07
	Application Services	Bart Purser	0 0.00	1 0.00	0 0.00	1 0.00
		Danielle Hood	0 0.00	2 0.41	0 0.00	2 0.41
		Dustin Crump	0 0.00	30 0.26	0 0.00	30 0.26
		Martin Gonzalez	0 0.00	8 0.82	0 0.00	8 0.82
		Paul Lundell	0 0.00	10 0.43	0 0.00	10 0.43
		Terry Forsgren	0 0.00	5 0.44	0 0.00	5 0.44
		Tony Larsen	0 0.00	11 1.00	0 0.00	11 1.00
		Assigned to Individual Total	0 0.00	67 0.49	0 0.00	67 0.49
	Application Support	Brian Whitesides	0 0.00	1 0.81	0 0.00	1 0.81

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Human Services

			High	Low	Medium	ATTIR Total
Human Services	Application Support	Justin Rasmussen	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	2 0.41	0 0.00	2 0.41
	Application Support - CAPS	Brent Mabey	0 0.00	1 0.50	0 0.00	1 0.50
		Assigned to Individual Total	0 0.00	1 0.50	0 0.00	1 0.50
	Application Support - EFIND	Anhkim Le	0 0.00	1 0.65	0 0.00	1 0.65
		Assigned to Individual Total	0 0.00	1 0.65	0 0.00	1 0.65
	Application Support - MMIS	Steven Hegji	0 0.00	3 286.02	0 0.00	3 286.02
		Assigned to Individual Total	0 0.00	3 286.02	0 0.00	3 286.02
	Campus Networking	Charmaine Malan	0 0.00	3 0.37	0 0.00	3 0.37
		Assigned to Individual Total	0 0.00	3 0.37	0 0.00	3 0.37
	Capitol Desktop Support	Danielle Hood	0 0.00	1 0.06	0 0.00	1 0.06
		Assigned to Individual Total	0 0.00	1 0.06	0 0.00	1 0.06
	Capitol Hosting	Curtis Parker	0 0.00	2 2.03	0 0.00	2 2.03
		Matt Dunlap	0 0.00	1 15.30	0 0.00	1 15.30

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Human Services

			High	Low	Medium	ATTIR Total
Human Services	Capitol Hosting	Patrick Funk	0 0.00	0 0.00	1 0.50	1 0.50
		Assigned to Individual Total	0 0.00	3 6.45	1 0.50	4 4.96
	Contracts	Laura Larsen	0 0.00	1 5.78	0 0.00	1 5.78
		Assigned to Individual Total	0 0.00	1 5.78	0 0.00	1 5.78
	Help Desk	Brenda Treadway	0 0.00	30 0.05	0 0.00	30 0.05
		Dawn Wayment	0 0.00	1 0.15	0 0.00	1 0.15
		Eileen Dubach	0 0.00	21 0.15	0 0.00	21 0.15
		Gerard Russell	0 0.00	1 0.00	0 0.00	1 0.00
		James Stearns	0 0.00	31 0.01	0 0.00	31 0.01
		Julie VanBeekum	0 0.00	55 0.02	0 0.00	55 0.02
		Lori Newren	0 0.00	1 0.00	0 0.00	1 0.00
		Sarah Johnson	0 0.00	1 0.14	0 0.00	1 0.14
		Vicky Marrelli	0 0.00	47 0.03	0 0.00	47 0.03
		Assigned to Individual Total	0 0.00	188 0.04	0 0.00	188 0.04

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Human Services

			High	Low	Medium	ATTIR Total
Human Services	Metro A Desktop Support	Mike Beynon	0 0.00	4 0.29	0 0.00	4 0.29
		Assigned to Individual Total	0 0.00	4 0.29	0 0.00	4 0.29
	Metro A Help Desk	Cindy Schroeder	0 0.00	2 0.00	0 0.00	2 0.00
		Ed Conrad	0 0.00	3 0.00	0 0.00	3 0.00
		Assigned to Individual Total	0 0.00	5 0.00	0 0.00	5 0.00
	Metro B Desktop Support	Annice Valdez	0 0.00	71 0.14	0 0.00	71 0.14
		Anthony Booyse	0 0.00	28 0.19	0 0.00	28 0.19
		Bill Crowther	0 0.00	11 0.62	0 0.00	11 0.62
		Cindy Reed	0 0.00	19 0.26	0 0.00	19 0.26
		Jay Locker	0 0.00	23 0.26	0 0.00	23 0.26
		Joe tupou	0 0.00	1 0.01	0 0.00	1 0.01
		Ken Bolkcom	1 0.07	21 0.27	0 0.00	22 0.26
		Matthew Blunk	0 0.00	3 0.05	0 0.00	3 0.05
		Michael Barth	0 0.00	12 0.17	1 0.08	13 0.16

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Human Services

			High	Low	Medium	ATTIR Total
Human Services	Metro B Desktop Support	Peter Musser	0 0.00	38 0.19	2 0.13	40 0.19
		Sami Casey	0 0.00	1 0.02	0 0.00	1 0.02
		Sean Chadbourne	0 0.00	3 0.66	0 0.00	3 0.66
		Stephanie Young	0 0.00	2 0.15	0 0.00	2 0.15
		Tyler Pearce	0 0.00	12 0.14	0 0.00	12 0.14
		Assigned to Individual Total	1 0.07	245 0.21	3 0.12	249 0.21
	Metro B Help Desk	Gary Graham	0 0.00	236 0.11	1 0.11	237 0.11
		Janet Hongsyvilay	0 0.00	189 0.07	0 0.00	189 0.07
		None	0 0.00	1 0.19	0 0.00	1 0.19
		Val Shepherd	2 0.32	386 0.14	4 0.12	392 0.14
		Assigned to Individual Total	2 0.32	812 0.12	5 0.11	819 0.12
	Metro B Hosting	James Gramse	0 0.00	9 0.56	0 0.00	9 0.56
		Justin Rasmussen	0 0.00	6 0.00	0 0.00	6 0.00
		Paul Engberson	1 0.29	1 0.49	0 0.00	2 0.39

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Human Services

			High	Low	Medium	ATTIR Total
Human Services	Metro B Hosting	Paul Seager	0 0.00	15 0.03	0 0.00	15 0.03
		Assigned to Individual Total	1 0.29	31 0.19	0 0.00	32 0.20
	Metro C Desktop Support	Chad D Fowers	0 0.00	5 0.20	0 0.00	5 0.20
		Troy Buchanan	0 0.00	1 0.79	0 0.00	1 0.79
		Assigned to Individual Total	0 0.00	6 0.30	0 0.00	6 0.30
	Metro C Help Desk	Cindy Romrell	0 0.00	1 0.00	0 0.00	1 0.00
		Cliff Jensen	0 0.00	1 0.00	0 0.00	1 0.00
		Reed Stohel	0 0.00	48 0.00	0 0.00	48 0.00
		Ross Owen	0 0.00	41 0.01	0 0.00	41 0.01
		Assigned to Individual Total	0 0.00	91 0.01	0 0.00	91 0.01
	Metro D Help Desk	Doug Brown	0 0.00	2 0.00	0 0.00	2 0.00
		Jed Patrick	0 0.00	2 0.03	0 0.00	2 0.03
		Assigned to Individual Total	0 0.00	4 0.02	0 0.00	4 0.02
	Network Operations	Dave Bodily	0 0.00	1 0.21	0 0.00	1 0.21

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Human Services

			High	Low	Medium	ATTIR Total
Human Services	Network Operations	Assigned to Individual Total	0 0.00	1 0.21	0 0.00	1 0.21
	Operations Production Control	Cal Brinton	0 0.00	4 0.08	0 0.00	4 0.08
		Christie Burnham	0 0.00	5 0.00	0 0.00	5 0.00
		Duane Hardy	0 0.00	1 238.12	0 0.00	1 238.12
		Lester Aoki	0 0.00	1 0.97	0 0.00	1 0.97
		Assigned to Individual Total	0 0.00	11 21.76	0 0.00	11 21.76
	ORS Case Imaging	Dan Barrett	0 0.00	2 1.53	0 0.00	2 1.53
		Pam Lee	0 0.00	1 3.73	0 0.00	1 3.73
		Assigned to Individual Total	0 0.00	3 2.26	0 0.00	3 2.26
	ORS Content Manager	Dan Barrett	0 0.00	3 1.06	0 0.00	3 1.06
		Hoang Ha	0 0.00	1 2.64	0 0.00	1 2.64
		Les Roberts	0 0.00	2 100.34	0 0.00	2 100.34
		Assigned to Individual Total	0 0.00	6 34.42	0 0.00	6 34.42
	Rural Central Desktop Support	Gerald Adams	0 0.00	1 0.00	0 0.00	1 0.00

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Human Services

			High	Low	Medium	ATTIR Total
Human Services	Rural Central Desktop Support	Jay Barfuss	0 0.00	4 0.00	0 0.00	4 0.00
		Jeremy Standifird	0 0.00	14 0.18	0 0.00	14 0.18
		Jessica Purcell	0 0.00	21 0.15	0 0.00	21 0.15
		John Donaldson	0 0.00	33 0.21	4 0.54	37 0.24
		Paul Petersen	0 0.00	37 0.19	0 0.00	37 0.19
		Robert Case	0 0.00	60 0.47	0 0.00	60 0.47
		Rod Montoya	0 0.00	3 0.01	0 0.00	3 0.01
		Ron LeBaron	0 0.00	33 0.24	0 0.00	33 0.24
		Todd Hardy	0 0.00	5 0.34	0 0.00	5 0.34
		Troy Morris	0 0.00	20 0.19	0 0.00	20 0.19
		Assigned to Individual Total	0 0.00	231 0.26	4 0.54	235 0.27
	Rural North Desktop Support	Dane Smith	0 0.00	3 0.33	0 0.00	3 0.33
		Don Higgs	0 0.00	1 0.21	0 0.00	1 0.21
		Kelly Warren	0 0.00	2 0.00	0 0.00	2 0.00

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Human Services

			High	Low	Medium	ATTIR Total
Human Services	Rural North Desktop Support	Kim Ratuszniak	0 0.00	22 0.11	0 0.00	22 0.11
		Lori Hartzell	0 0.00	27 0.29	0 0.00	27 0.29
		Neil Smedley	0 0.00	4 0.23	0 0.00	4 0.23
		Ruston McKay	0 0.00	58 0.00	0 0.00	58 0.00
		Ryan Casey	0 0.00	15 0.43	0 0.00	15 0.43
		Wayne Higgs	0 0.00	4 0.38	0 0.00	4 0.38
		Assigned to Individual Total	0 0.00	136 0.15	0 0.00	136 0.15
	Rural South Desktop Support	Doug Chaston	0 0.00	6 0.00	0 0.00	6 0.00
		Doug Thornton	0 0.00	3 0.35	0 0.00	3 0.35
		Lance Nay	0 0.00	10 0.06	0 0.00	10 0.06
		Lane Adams	0 0.00	5 0.27	0 0.00	5 0.27
		Meladye Shively	0 0.00	4 0.70	0 0.00	4 0.70
		Ryan Bennett	0 0.00	2 0.39	2 0.16	4 0.27
		Scott Jesienouski	0 0.00	3 0.30	0 0.00	3 0.30

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Human Services

			High	Low	Medium	ATTIR Total
Human Services	Rural South Desktop Support	Assigned to Individual Total	0 0.00	33 0.23	2 0.16	35 0.22
	Salt Lake Data Center Operations	Robert Oliver	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00
	Security	Austin Farey	0 0.00	1 1.27	0 0.00	1 1.27
		Sharon Smith	0 0.00	1 0.10	0 0.00	1 0.10
		Assigned to Individual Total	0 0.00	2 0.68	0 0.00	2 0.68
	Strategic Communications	Dennis Rogers	0 0.00	1 0.25	0 0.00	1 0.25
		Luis Larios	0 0.00	2 0.49	0 0.00	2 0.49
		Assigned to Individual Total	0 0.00	3 0.41	0 0.00	3 0.41
	USIIS Outreach	Lisa Young	0 0.00	1 2.58	0 0.00	1 2.58
		Assigned to Individual Total	0 0.00	1 2.58	0 0.00	1 2.58
	Voice Operations	Gail Christiansen	0 0.00	6 0.26	0 0.00	6 0.26
		Julie Sabato	0 0.00	2 0.03	0 0.00	2 0.03
		Kelly Johnson	0 0.00	2 0.38	0 0.00	2 0.38

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Human Services

			High	Low	Medium	ATTIR Total
Human Services	Voice Operations	Leon Owen	0 0.00	2 0.30	1 0.29	3 0.30
		Romanza Hamblin Sorensen	1 0.25	30 0.23	0 0.00	31 0.23
		Assigned to Individual Total	1 0.25	42 0.24	1 0.29	44 0.24
	Voice/Data/WAN Services	Art Scott	0 0.00	1 0.07	0 0.00	1 0.07
		Greg Blessing	0 0.00	2 0.20	0 0.00	2 0.20
		Mike Johnson	0 0.00	1 0.92	0 0.00	1 0.92
		Mitch Hood	0 0.00	1 0.21	0 0.00	1 0.21
		T Artis	0 0.00	1 0.19	0 0.00	1 0.19
		Assigned to Individual Total	0 0.00	6 0.30	0 0.00	6 0.30
	Assigned Group Total		5 0.25	1,945 0.84	16 0.26	1,966 0.84
Customer Company Total			5 0.25	1,945 0.84	16 0.26	1,966 0.84

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Human Services

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution			
			High	Low	Medium	MR Total
Human Services	Application Server Support Team	Dale Hicks	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Application Services	Bart Purser	0 0	1 0	0 0	1 0
		Danielle Hood	0 0	2 0	0 0	2 0
		Dustin Crump	0 0	30 0	0 0	30 0
		Martin Gonzalez	0 0	8 2	0 0	8 2
		Paul Lundell	0 0	10 0	0 0	10 0
		Terry Forsgren	0 0	5 0	0 0	5 0
		Tony Larsen	0 0	11 0	0 0	11 0
		Assigned to Individual Total	0 0	67 2	0 0	67 2
	Application Support	Brian Whitesides	0 0	1 0	0 0	1 0

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Human Services

			High	Low	Medium	MR Total
Human Services	Application Support	Justin Rasmussen	0	1	0	1
			0	1	0	1
		Assigned to Individual Total	0	2	0	2
			0	1	0	1
	Application Support - CAPS	Brent Mabey	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	1	0	1
			0	0	0	0
	Application Support - EFIND	Anhkim Le	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	1	0	1
			0	0	0	0
	Application Support - MMIS	Steven Hegji	0	3	0	3
			0	3	0	3
		Assigned to Individual Total	0	3	0	3
			0	3	0	3
	Campus Networking	Charmaine Malan	0	3	0	3
			0	0	0	0
		Assigned to Individual Total	0	3	0	3
			0	0	0	0
	Capitol Desktop Support	Danielle Hood	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	1	0	1
			0	0	0	0
	Capitol Hosting	Curtis Parker	0	2	0	2
			0	1	0	1
		Matt Dunlap	0	1	0	1
			0	1	0	1

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Human Services

			High	Low	Medium	MR Total
Human Services	Capitol Hosting	Patrick Funk	0 0	0 0	1 0	1 0
		Assigned to Individual Total	0 0	3 2	1 0	4 2
	Contracts	Laura Larsen	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	1 1	0 0	1 1
	Help Desk	Brenda Treadway	0 0	30 0	0 0	30 0
		Dawn Wayment	0 0	1 0	0 0	1 0
		Eileen Dubach	0 0	21 0	0 0	21 0
		Gerard Russell	0 0	1 0	0 0	1 0
		James Stearns	0 0	31 0	0 0	31 0
		Julie VanBeekum	0 0	55 0	0 0	55 0
		Lori Newren	0 0	1 0	0 0	1 0
		Sarah Johnson	0 0	1 0	0 0	1 0
		Vicky Marrelli	0 0	47 0	0 0	47 0
		Assigned to Individual Total	0 0	188 0	0 0	188 0

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Human Services

			High	Low	Medium	MR Total
Human Services	Metro A Desktop Support	Mike Beynon	0 0	4 0	0 0	4 0
		Assigned to Individual Total	0 0	4 0	0 0	4 0
	Metro A Help Desk	Cindy Schroeder	0 0	2 0	0 0	2 0
		Ed Conrad	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	5 0	0 0	5 0
	Metro B Desktop Support	Annice Valdez	0 0	71 0	0 0	71 0
		Anthony Booyse	0 0	28 1	0 0	28 1
		Bill Crowther	0 0	11 0	0 0	11 0
		Cindy Reed	0 0	19 1	0 0	19 1
		Jay Locker	0 0	23 1	0 0	23 1
		Joe tupou	0 0	1 0	0 0	1 0
		Ken Bolkcom	1 0	21 0	0 0	22 0
		Matthew Blunk	0 0	3 0	0 0	3 0
		Michael Barth	0 0	12 0	1 0	13 0

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Human Services

			High	Low	Medium	MR Total
Human Services	Metro B Desktop Support	Peter Musser	0 0	38 0	2 0	40 0
		Sami Casey	0 0	1 0	0 0	1 0
		Sean Chadbourne	0 0	3 0	0 0	3 0
		Stephanie Young	0 0	2 0	0 0	2 0
		Tyler Pearce	0 0	12 0	0 0	12 0
		Assigned to Individual Total	1 0	245 3	3 0	249 3
	Metro B Help Desk	Gary Graham	0 0	236 1	1 0	237 1
		Janet Hongsyvilay	0 0	189 0	0 0	189 0
		None	0 0	1 0	0 0	1 0
		Val Shepherd	2 0	386 3	4 0	392 3
		Assigned to Individual Total	2 0	812 4	5 0	819 4
	Metro B Hosting	James Gramse	0 0	9 0	0 0	9 0
		Justin Rasmussen	0 0	6 0	0 0	6 0
		Paul Engberson	1 0	1 0	0 0	2 0

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Human Services

			High	Low	Medium	MR Total
Human Services	Metro B Hosting	Paul Seager	0 0	15 0	0 0	15 0
		Assigned to Individual Total	1 0	31 0	0 0	32 0
	Metro C Desktop Support	Chad D Fowers	0 0	5 1	0 0	5 1
		Troy Buchanan	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	6 1	0 0	6 1
	Metro C Help Desk	Cindy Romrell	0 0	1 0	0 0	1 0
		Cliff Jensen	0 0	1 0	0 0	1 0
		Reed Stohel	0 0	48 0	0 0	48 0
		Ross Owen	0 0	41 0	0 0	41 0
		Assigned to Individual Total	0 0	91 0	0 0	91 0
	Metro D Help Desk	Doug Brown	0 0	2 0	0 0	2 0
		Jed Patrick	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	4 0	0 0	4 0
	Network Operations	Dave Bodily	0 0	1 0	0 0	1 0

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Human Services

			High	Low	Medium	MR Total
Human Services	Network Operations	Assigned to Individual Total	0	1	0	1
			0	0	0	0
	Operations Production Control	Cal Brinton	0	4	0	4
			0	0	0	0
		Christie Burnham	0	5	0	5
			0	0	0	0
		Duane Hardy	0	1	0	1
			0	1	0	1
		Lester Aoki	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	11	0	11
			0	1	0	1
	ORS Case Imaging	Dan Barrett	0	2	0	2
			0	0	0	0
		Pam Lee	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	3	0	3
			0	0	0	0
	ORS Content Manager	Dan Barrett	0	3	0	3
			0	0	0	0
		Hoang Ha	0	1	0	1
			0	0	0	0
		Les Roberts	0	2	0	2
			0	1	0	1
		Assigned to Individual Total	0	6	0	6
			0	1	0	1
	Rural Central Desktop Support	Gerald Adams	0	1	0	1
			0	0	0	0

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Human Services

			High	Low	Medium	MR Total
Human Services	Rural Central Desktop Support	Jay Barfuss	0 0	4 0	0 0	4 0
		Jeremy Standifird	0 0	14 0	0 0	14 0
		Jessica Purcell	0 0	21 0	0 0	21 0
		John Donaldson	0 0	33 0	4 0	37 0
		Paul Petersen	0 0	37 2	0 0	37 2
		Robert Case	0 0	60 2	0 0	60 2
		Rod Montoya	0 0	3 0	0 0	3 0
		Ron LeBaron	0 0	33 0	0 0	33 0
		Todd Hardy	0 0	5 0	0 0	5 0
		Troy Morris	0 0	20 0	0 0	20 0
		Assigned to Individual Total	0 0	231 4	4 0	235 4
	Rural North Desktop Support	Dane Smith	0 0	3 0	0 0	3 0
		Don Higgs	0 0	1 0	0 0	1 0
		Kelly Warren	0 0	2 0	0 0	2 0

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Human Services

			High	Low	Medium	MR Total
Human Services	Rural North Desktop Support	Kim Ratuszniak	0 0	22 0	0 0	22 0
		Lori Hartzell	0 0	27 0	0 0	27 0
		Neil Smedley	0 0	4 0	0 0	4 0
		Ruston McKay	0 0	58 0	0 0	58 0
		Ryan Casey	0 0	15 0	0 0	15 0
		Wayne Higgs	0 0	4 0	0 0	4 0
		Assigned to Individual Total	0 0	136 0	0 0	136 0
	Rural South Desktop Support	Doug Chaston	0 0	6 0	0 0	6 0
		Doug Thornton	0 0	3 0	0 0	3 0
		Lance Nay	0 0	10 0	0 0	10 0
		Lane Adams	0 0	5 0	0 0	5 0
		Meladye Shively	0 0	4 0	0 0	4 0
		Ryan Bennett	0 0	2 0	2 0	4 0
		Scott Jesienouski	0 0	3 0	0 0	3 0

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Human Services

			High	Low	Medium	MR Total
Human Services	Rural South Desktop Support	Assigned to Individual Total	0 0	33 0	2 0	35 0
	Salt Lake Data Center Operations	Robert Oliver	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Security	Austin Farey	0 0	1 0	0 0	1 0
		Sharon Smith	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Strategic Communications	Dennis Rogers	0 0	1 1	0 0	1 1
		Luis Larios	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	3 1	0 0	3 1
	USIIS Outreach	Lisa Young	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Voice Operations	Gail Christiansen	0 0	6 0	0 0	6 0
		Julie Sabato	0 0	2 0	0 0	2 0
		Kelly Johnson	0 0	2 0	0 0	2 0

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Human Services

			High	Low	Medium	MR Total
Human Services	Voice Operations	Leon Owen	0 0	2 0	1 0	3 0
		Romanza Hamblin Sorensen	1 0	30 0	0 0	31 0
		Assigned to Individual Total	1 0	42 0	1 0	44 0
	Voice/Data/WAN Services	Art Scott	0 0	1 0	0 0	1 0
		Greg Blessing	0 0	2 0	0 0	2 0
		Mike Johnson	0 0	1 0	0 0	1 0
		Mitch Hood	0 0	1 0	0 0	1 0
		T Artis	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	6 0	0 0	6 0
	Assigned Group Total		5 0	1,945 24	16 0	1,966 24
Customer Company Total			5 0	1,945 24	16 0	1,966 24

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Human Services

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours			
			High	Low	Medium	ATTR Total
Human Services	Application Server Support Team	Dale Hicks	0 0.00	1 0.11	0 0.00	1 0.11
		Assigned to Individual Total	0 0.00	1 0.11	0 0.00	1 0.11
	Application Services	Bart Purser	0 0.00	1 3.39	0 0.00	1 3.39
		Danielle Hood	0 0.00	2 1.53	0 0.00	2 1.53
		Dustin Crump	0 0.00	30 1.00	0 0.00	30 1.00
		Martin Gonzalez	0 0.00	8 14.29	0 0.00	8 14.29
		Paul Lundell	0 0.00	10 1.15	0 0.00	10 1.15
		Terry Forsgren	0 0.00	5 0.76	0 0.00	5 0.76
		Tony Larsen	0 0.00	11 1.92	0 0.00	11 1.92
		Assigned to Individual Total	0 0.00	67 2.79	0 0.00	67 2.79
	Application Support	Brian Whitesides	0 0.00	1 2.32	0 0.00	1 2.32

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Human Services

			High	Low	Medium	ATTR Total
Human Services	Application Support	Justin Rasmussen	0 0.00	1 6.07	0 0.00	1 6.07
		Assigned to Individual Total	0 0.00	2 4.19	0 0.00	2 4.19
	Application Support - CAPS	Brent Mabey	0 0.00	1 1.49	0 0.00	1 1.49
		Assigned to Individual Total	0 0.00	1 1.49	0 0.00	1 1.49
	Application Support - EFIND	Anhkim Le	0 0.00	1 0.65	0 0.00	1 0.65
		Assigned to Individual Total	0 0.00	1 0.65	0 0.00	1 0.65
	Application Support - MMIS	Steven Hegji	0 0.00	3 304.56	0 0.00	3 304.56
		Assigned to Individual Total	0 0.00	3 304.56	0 0.00	3 304.56
	Campus Networking	Charmaine Malan	0 0.00	3 0.37	0 0.00	3 0.37
		Assigned to Individual Total	0 0.00	3 0.37	0 0.00	3 0.37
	Capitol Desktop Support	Danielle Hood	0 0.00	1 0.06	0 0.00	1 0.06
		Assigned to Individual Total	0 0.00	1 0.06	0 0.00	1 0.06
	Capitol Hosting	Curtis Parker	0 0.00	2 3.67	0 0.00	2 3.67
		Matt Dunlap	0 0.00	1 41.51	0 0.00	1 41.51

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			High	Low	Medium	ATTR Total
Human Services	Capitol Hosting	Patrick Funk	0 0.00	0 0.00	1 1.00	1 1.00
		Assigned to Individual Total	0 0.00	3 16.29	1 1.00	4 12.46
	Contracts	Laura Larsen	0 0.00	1 6.93	0 0.00	1 6.93
		Assigned to Individual Total	0 0.00	1 6.93	0 0.00	1 6.93
	Help Desk	Brenda Treadway	0 0.00	30 0.05	0 0.00	30 0.05
		Dawn Wayment	0 0.00	1 0.21	0 0.00	1 0.21
		Eileen Dubach	0 0.00	21 0.16	0 0.00	21 0.16
		Gerard Russell	0 0.00	1 0.00	0 0.00	1 0.00
		James Stearns	0 0.00	31 0.01	0 0.00	31 0.01
		Julie VanBeekum	0 0.00	55 0.03	0 0.00	55 0.03
		Lori Newren	0 0.00	1 0.00	0 0.00	1 0.00
		Sarah Johnson	0 0.00	1 0.85	0 0.00	1 0.85
		Vicky Marrelli	0 0.00	47 0.13	0 0.00	47 0.13
		Assigned to Individual Total	0 0.00	188 0.08	0 0.00	188 0.08

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Human Services

			High	Low	Medium	ATTR Total
Human Services	Metro A Desktop Support	Mike Beynon	0 0.00	4 0.30	0 0.00	4 0.30
		Assigned to Individual Total	0 0.00	4 0.30	0 0.00	4 0.30
	Metro A Help Desk	Cindy Schroeder	0 0.00	2 0.02	0 0.00	2 0.02
		Ed Conrad	0 0.00	3 0.21	0 0.00	3 0.21
		Assigned to Individual Total	0 0.00	5 0.13	0 0.00	5 0.13
	Metro B Desktop Support	Annice Valdez	0 0.00	71 1.07	0 0.00	71 1.07
		Anthony Booyse	0 0.00	28 1.17	0 0.00	28 1.17
		Bill Crowther	0 0.00	11 1.76	0 0.00	11 1.76
		Cindy Reed	0 0.00	19 1.62	0 0.00	19 1.62
		Jay Locker	0 0.00	23 2.26	0 0.00	23 2.26
		Joe tupou	0 0.00	1 3.82	0 0.00	1 3.82
		Ken Bolkcom	1 0.56	21 1.81	0 0.00	22 1.74
		Matthew Blunk	0 0.00	3 1.97	0 0.00	3 1.97
		Michael Barth	0 0.00	12 1.86	1 0.30	13 1.74

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Human Services

			High	Low	Medium	ATTR Total
Human Services	Metro B Desktop Support	Peter Musser	0 0.00	38 0.81	2 0.73	40 0.81
		Sami Casey	0 0.00	1 3.66	0 0.00	1 3.66
		Sean Chadbourne	0 0.00	3 0.69	0 0.00	3 0.69
		Stephanie Young	0 0.00	2 1.30	0 0.00	2 1.30
		Tyler Pearce	0 0.00	12 0.96	0 0.00	12 0.96
		Assigned to Individual Total	1 0.56	245 1.35	3 0.59	249 1.34
	Metro B Help Desk	Gary Graham	0 0.00	236 0.23	1 0.11	237 0.23
		Janet Hongsyvilay	0 0.00	189 0.22	0 0.00	189 0.22
		None	0 0.00	1 0.19	0 0.00	1 0.19
		Val Shepherd	2 0.37	386 0.29	4 0.19	392 0.29
		Assigned to Individual Total	2 0.37	812 0.26	5 0.17	819 0.26
	Metro B Hosting	James Gramse	0 0.00	9 1.34	0 0.00	9 1.34
		Justin Rasmussen	0 0.00	6 0.00	0 0.00	6 0.00
		Paul Engberson	1 0.29	1 0.49	0 0.00	2 0.39

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Human Services

			High	Low	Medium	ATTR Total
Human Services	Metro B Hosting	Paul Seager	0 0.00	15 0.03	0 0.00	15 0.03
		Assigned to Individual Total	1 0.29	31 0.42	0 0.00	32 0.42
	Metro C Desktop Support	Chad D Fowers	0 0.00	5 2.48	0 0.00	5 2.48
		Troy Buchanan	0 0.00	1 1.47	0 0.00	1 1.47
		Assigned to Individual Total	0 0.00	6 2.31	0 0.00	6 2.31
	Metro C Help Desk	Cindy Romrell	0 0.00	1 0.00	0 0.00	1 0.00
		Cliff Jensen	0 0.00	1 0.00	0 0.00	1 0.00
		Reed Stohel	0 0.00	48 0.00	0 0.00	48 0.00
		Ross Owen	0 0.00	41 0.14	0 0.00	41 0.14
		Assigned to Individual Total	0 0.00	91 0.06	0 0.00	91 0.06
	Metro D Help Desk	Doug Brown	0 0.00	2 0.00	0 0.00	2 0.00
		Jed Patrick	0 0.00	2 0.12	0 0.00	2 0.12
		Assigned to Individual Total	0 0.00	4 0.06	0 0.00	4 0.06
	Network Operations	Dave Bodily	0 0.00	1 0.25	0 0.00	1 0.25

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Human Services

			High	Low	Medium	ATTR Total
Human Services	Network Operations	Assigned to Individual Total	0 0.00	1 0.25	0 0.00	1 0.25
	Operations Production Control	Cal Brinton	0 0.00	4 0.08	0 0.00	4 0.08
		Christie Burnham	0 0.00	5 0.00	0 0.00	5 0.00
		Duane Hardy	0 0.00	1 238.15	0 0.00	1 238.15
		Lester Aoki	0 0.00	1 0.98	0 0.00	1 0.98
		Assigned to Individual Total	0 0.00	11 21.77	0 0.00	11 21.77
	ORS Case Imaging	Dan Barrett	0 0.00	2 3.78	0 0.00	2 3.78
		Pam Lee	0 0.00	1 3.73	0 0.00	1 3.73
		Assigned to Individual Total	0 0.00	3 3.76	0 0.00	3 3.76
	ORS Content Manager	Dan Barrett	0 0.00	3 1.18	0 0.00	3 1.18
		Hoang Ha	0 0.00	1 2.64	0 0.00	1 2.64
		Les Roberts	0 0.00	2 100.34	0 0.00	2 100.34
		Assigned to Individual Total	0 0.00	6 34.47	0 0.00	6 34.47
	Rural Central Desktop Support	Gerald Adams	0 0.00	1 1.08	0 0.00	1 1.08

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Human Services

			High	Low	Medium	ATTR Total
Human Services	Rural Central Desktop Support	Jay Barfuss	0 0.00	4 0.05	0 0.00	4 0.05
		Jeremy Standifird	0 0.00	14 2.52	0 0.00	14 2.52
		Jessica Purcell	0 0.00	21 0.20	0 0.00	21 0.20
		John Donaldson	0 0.00	33 0.31	4 0.46	37 0.32
		Paul Petersen	0 0.00	37 1.79	0 0.00	37 1.79
		Robert Case	0 0.00	60 1.15	0 0.00	60 1.15
		Rod Montoya	0 0.00	3 0.04	0 0.00	3 0.04
		Ron LeBaron	0 0.00	33 0.54	0 0.00	33 0.54
		Todd Hardy	0 0.00	5 3.36	0 0.00	5 3.36
		Troy Morris	0 0.00	20 0.68	0 0.00	20 0.68
		Assigned to Individual Total	0 0.00	231 1.03	4 0.46	235 1.03
	Rural North Desktop Support	Dane Smith	0 0.00	3 0.35	0 0.00	3 0.35
		Don Higgs	0 0.00	1 0.21	0 0.00	1 0.21
		Kelly Warren	0 0.00	2 0.00	0 0.00	2 0.00

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Human Services

			High	Low	Medium	ATTR Total
Human Services	Rural North Desktop Support	Kim Ratushniak	0 0.00	22 0.11	0 0.00	22 0.11
		Lori Hartzell	0 0.00	27 0.67	0 0.00	27 0.67
		Neil Smedley	0 0.00	4 0.58	0 0.00	4 0.58
		Ruston McKay	0 0.00	58 0.33	0 0.00	58 0.33
		Ryan Casey	0 0.00	15 0.50	0 0.00	15 0.50
		Wayne Higgs	0 0.00	4 1.02	0 0.00	4 1.02
		Assigned to Individual Total	0 0.00	136 0.39	0 0.00	136 0.39
	Rural South Desktop Support	Doug Chaston	0 0.00	6 0.00	0 0.00	6 0.00
		Doug Thornton	0 0.00	3 0.42	0 0.00	3 0.42
		Lance Nay	0 0.00	10 0.17	0 0.00	10 0.17
		Lane Adams	0 0.00	5 0.73	0 0.00	5 0.73
		Meladye Shively	0 0.00	4 1.01	0 0.00	4 1.01
		Ryan Bennett	0 0.00	2 0.63	2 0.00	4 0.63
		Scott Jesienouski	0 0.00	3 1.78	0 0.00	3 1.78

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Human Services

			High	Low	Medium	ATTR Total
Human Services	Rural South Desktop Support	Assigned to Individual Total	0 0.00	33 0.52	2	35 0.52
	Salt Lake Data Center Operations	Robert Oliver	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00
	Security	Austin Farey	0 0.00	1 1.47	0 0.00	1 1.47
		Sharon Smith	0 0.00	1 1.87	0 0.00	1 1.87
		Assigned to Individual Total	0 0.00	2 1.67	0 0.00	2 1.67
	Strategic Communications	Dennis Rogers	0 0.00	1 6.61	0 0.00	1 6.61
		Luis Larios	0 0.00	2 2.88	0 0.00	2 2.88
		Assigned to Individual Total	0 0.00	3 4.12	0 0.00	3 4.12
	USIIS Outreach	Lisa Young	0 0.00	1 2.58	0 0.00	1 2.58
		Assigned to Individual Total	0 0.00	1 2.58	0 0.00	1 2.58
	Voice Operations	Gail Christiansen	0 0.00	6 0.38	0 0.00	6 0.38
		Julie Sabato	0 0.00	2 0.09	0 0.00	2 0.09
		Kelly Johnson	0 0.00	2 0.38	0 0.00	2 0.38

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Human Services

			High	Low	Medium	ATTR Total
Human Services	Voice Operations	Leon Owen	0 0.00	2 0.30	1 1.31	3 0.64
		Romanza Hamblin Sorensen	1 0.35	30 0.60	0 0.00	31 0.59
		Assigned to Individual Total	1 0.35	42 0.52	1 1.31	44 0.53
	Voice/Data/WAN Services	Art Scott	0 0.00	1 0.91	0 0.00	1 0.91
		Greg Blessing	0 0.00	2 0.78	0 0.00	2 0.78
		Mike Johnson	0 0.00	1 1.07	0 0.00	1 1.07
		Mitch Hood	0 0.00	1 0.29	0 0.00	1 0.29
		T Artis	0 0.00	1 0.19	0 0.00	1 0.19
		Assigned to Individual Total	0 0.00	6 0.67	0 0.00	6 0.67
	Assigned Group Total		5 0.39	1,945 1.33	16 0.49	1,966 1.32
Customer Company Total			5 0.39	1,945 1.33	16 0.49	1,966 1.32

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Detail

INC000000469611	Jennifer Coomer	None	None	Medicaid Managed Information :	TIR Missed: Yes	504.99
Application Support - MMIS	Steven Hegji	Human Services	Low	Closed	TTR Missed: Yes	505.00
INC000000484376	Jennifer Coomer	Application	None	Medicaid Managed Information :	TIR Missed: Yes	352.97
Application Support - MMIS	Steven Hegji	Human Services	Low	Closed	TTR Missed: Yes	352.98
INC000000494340	Sharon T Hansen	Application	Error	None	TIR Missed: No	0.15
Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No	0.79
INC000000495163	Debbie Craythorn	None	None	Medicaid Managed Information :	TIR Missed: Yes	238.12
Operations Production Control	Duane Hardy	Human Services	Low	Closed	TTR Missed: Yes	238.15
INC000000498737	Yanoula Dounias	None	None	Novell GroupWise	TIR Missed: No	0.00
Application Services	Tony Larsen	Human Services	Low	Closed	TTR Missed: No	2.03
INC000000500206	Cassie Selim	None	None	None	TIR Missed: No	0.00
Rural North Desktop Support	Lori Hartzell	Human Services	Low	Closed	TTR Missed: No	
INC000000501399	Glenn Shurtz	None	None	Medicaid Managed Care System	TIR Missed: No	0.00
Rural North Desktop Support	Lori Hartzell	Human Services	Low	Closed	TTR Missed: No	0.58
INC000000502394	Pam Boydston	None	None	None	TIR Missed: No	0.00
Rural North Desktop Support	Lori Hartzell	Human Services	Low	Closed	TTR Missed: No	
INC000000502452	Kehlie Gomez	None	None	Content Manager	TIR Missed: Yes	200.06
ORS Content Manager	Les Roberts	Human Services	Low	Resolved	TTR Missed: Yes	200.06
INC000000503394	Darrin Judd	Application	None	Novell GroupWise	TIR Missed: No	0.64
Application Services	Paul Lundell	Human Services	Low	Closed	TTR Missed: No	1.20
INC000000503967	Rick Birrell	Application	None	None	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	2.75
INC000000504000	Robert Snarr	PC/Laptop	Hardware	None	TIR Missed: No	0.24
Metro B Desktop Support	Peter Musser	Human Services	Low	Closed	TTR Missed: No	0.41
INC000000504325	Kristie M VanWagoner	None	None	PGP	TIR Missed: No	0.10
Metro B Desktop Support	Peter Musser	Human Services	Low	Closed	TTR Missed: No	2.65
INC000000504339	Taunica Crump	Network	Incident	Novell Client for 32-bit Windows	TIR Missed: No	0.03
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	
INC000000504444	Kim Pinnegar	Network	None	None	TIR Missed: No	0.20
Metro B Desktop Support	Peter Musser	Human Services	Low	Closed	TTR Missed: No	0.93
INC000000504507	Vickie Long	None	None	None	TIR Missed: No	0.00
Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Closed	TTR Missed: No	0.04

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INC000000504741	Sandra Reyes	PC/Laptop	Hardware	None		TIR Missed: No	0.03
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No	1.16
INC000000504911	Kasia Brill	Mobile Devices	None	Droid		TIR Missed: No	0.14
	Help Desk	Sarah Johnson	Human Services	Low	Closed	TTR Missed: No	0.85
INC000000504985	Don Rosenbaum	Application	Password	Utah Master Directory		TIR Missed: No	0.07
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	1.56
INC000000505357	Jodi Delaney	Network	Error	None		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	1.60
INC000000505413	Mark Forbes	None	None	State Payroll Time Entry System		TIR Missed: No	0.65
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No	0.65
INC000000505985	Gina Rasmussen	Application	None	Novell GroupWise		TIR Missed: No	0.31
	Application Services	Paul Lundell	Human Services	Low	Closed	TTR Missed: No	0.57
INC000000506070	Catherine Taylor	None	None	None		TIR Missed: No	0.00
	Application Services	Tony Larsen	Human Services	Low	Resolved	TTR Missed: No	5.79
INC000000506184	Brandi Duke	None	None	Citrix ICA Client		TIR Missed: Yes	2.18
	Application Services	Tony Larsen	Human Services	Low	Closed	TTR Missed: No	2.49
INC000000506224	Judy Fuchs	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	James Stearns	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000506264	Tara Reese	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.10
INC000000506278	Doreen Morgan	None	None	None		TIR Missed: No	0.13
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.39
INC000000506366	Chuck Berglund	None	None	ZENworks for Desktops		TIR Missed: No	0.36
	Rural North Desktop Support	Lori Hartzell	Human Services	Low	Closed	TTR Missed: No	0.36
INC000000506430	Lisa Bruno	None	None	None		TIR Missed: Yes	1.11
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	1.20
INC000000506678	Laura Pare	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Desktop Support	Bill Crowther	Human Services	Low	Closed	TTR Missed: No	0.78
INC000000506768	Dan Chatterton	Application	Password	PGP		TIR Missed: No	0.49
	Rural Central Desktop Support	Troy Morris	Human Services	Low	Closed	TTR Missed: No	0.96
INC000000506870	Steven Cox	Application	None	Utah Cares		TIR Missed: Yes	1.47
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	1.48
INC000000506911	Yanoula Dounias	Telecom	Call/Receive	None		TIR Missed: No	0.07
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Closed	TTR Missed: No	0.07

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INC000000507170	Danette L Larsen	None	None	None		TIR Missed: No	0.11
	Metro B Desktop Support	Ken Bolkcom	Human Services	Low	Closed	TTR Missed: No	2.23
INC000000507191	Dinah Weldon	PC/Laptop	Virus	None		TIR Missed: No	0.68
	Metro B Desktop Support	Ken Bolkcom	Human Services	Low	Closed	TTR Missed: No	0.68
INC000000507199	Barbara Ruff	None	None	Internet Explorer		TIR Missed: No	0.14
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	0.14
INC000000507201	Becky Dalby	Telecom	Voice Mail	Telephone		TIR Missed: No	0.15
	Voice Operations	Gail Christiansen	Human Services	Low	Closed	TTR Missed: No	0.15
INC000000507231	Ramon Jimenez	Telecom	None	None		TIR Missed: No	0.00
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000507239	Sylvia Stevenson	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000507243	Janice Gee	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000507246	Pamela Deebeben	None	None	None		TIR Missed: No	0.00
	Application Support	Justin Rasmussen	Human Services	Low	Closed	TTR Missed: Yes	6.07
INC000000507247	Kristen Orchard	Application	Reporting	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000507270	Natalie Cornell	None	None	None		TIR Missed: No	0.06
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.06
INC000000507279	Gaylene Thomas	Application	Reporting	PGP		TIR Missed: No	0.07
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.10
INC000000507284	Lesa Willhard	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000507303	Annette Perkins	Application	Password	RSA SecurID Software Token		TIR Missed: No	0.11
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	1.31
INC000000507309	Janene Parry	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	James Stearns	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000507310	Jackie L Pettis	Application	None	Adobe Connect		TIR Missed: No	0.22
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.39
INC000000507314	Tasha Cheramie	Application	None	SAFE		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000507322	Paul Korth	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00

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INC000000507327	Lori Giovannoni	Application	Password	PGP		TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Human Services	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000507329	Jessica Cameron	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Help Desk	Brenda Treadway	Human Services	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000507335	Jessica Cameron	Application	Password	ZENworks for Desktops		TIR Missed: No	0.17
Metro B Desktop Support	Annice Valdez	Human Services	Human Services	Low	Closed	TTR Missed: No	0.72
INC000000507338	Shannon Brennan	Application	Password	Utah Master Directory		TIR Missed: No	0.00
Help Desk	Eileen Dubach	Human Services	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000507341	Abigail Bodily	Application	Password	PGP		TIR Missed: No	0.38
Metro B Help Desk	Val Shepherd	Human Services	Human Services	Low	Closed	TTR Missed: No	0.66
INC000000507342	Arlene Call	Application	Error	Utah Electronic Resource and E		TIR Missed: No	0.15
Metro B Desktop Support	Annice Valdez	Human Services	Human Services	Low	Closed	TTR Missed: No	0.17
INC000000507350	Darrin Lee	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Help Desk	Brenda Treadway	Human Services	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000507351	Judy Sorenson	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Human Services	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000507358	Justin Robb	None	None	None		TIR Missed: No	0.00
Rural Central Desktop Support	Jessica Purcell	Human Services	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000507363	Laura Roe	Application	Reporting	Novell GroupWise		TIR Missed: No	0.51
Metro B Help Desk	Val Shepherd	Human Services	Human Services	Low	Closed	TTR Missed: No	0.66
INC000000507365	Lori Giovannoni	Application	Error	PGP		TIR Missed: No	0.73
Metro B Desktop Support	Tyler Pearce	Human Services	Human Services	Low	Closed	TTR Missed: No	2.17
INC000000507368	Cathy Rueff	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Help Desk	Eileen Dubach	Human Services	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000507379	Elise LaJeunesse	None	None	None		TIR Missed: No	0.08
Metro B Hosting	James Gramse	Human Services	Human Services	Low	Closed	TTR Missed: No	0.27
INC000000507380	Karen Grenz	Application	Password	Utah Criminal Justice Informatio		TIR Missed: No	0.08
Metro B Help Desk	Gary Graham	Human Services	Human Services	Low	Closed	TTR Missed: No	0.15
INC000000507389	Raitos Archuleta	Telecom	Feature	Telephone		TIR Missed: No	0.19
Metro B Desktop Support	Peter Musser	Human Services	Human Services	Medium	Closed	TTR Missed: No	1.39
INC000000507407	Barbara Ruff	None	None	Internet Explorer		TIR Missed: No	0.50
Metro B Desktop Support	Annice Valdez	Human Services	Human Services	Low	Closed	TTR Missed: No	0.50
INC000000507410	Pam Nacario	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.31
Rural North Desktop Support	Lori Hartzell	Human Services	Human Services	Low	Closed	TTR Missed: No	0.59

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INC000000507414	Mary Burgener	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000507416	Annie Bennett	Network	Incident	Novell Client for 32-bit Windows		TIR Missed: No	0.81
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.84
INC000000507428	Penny Rice	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Help Desk	James Stearns	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000507433	Wendy Ottley	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.05
INC000000507454	Justina Flesher	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.56
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.58
INC000000507455	Justina Flesher	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000507462	Victoria A. Peterson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000507472	Suzanne West	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.68
	Rural South Desktop Support	Scott Jesienouski	Human Services	Low	Closed	TTR Missed: No	0.68
INC000000507486	Vedrana Ilic	Network	Incident	None		TIR Missed: No	0.25
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.48
INC000000507514	Charri Brummer	PC/Laptop	None	None		TIR Missed: No	0.58
	Metro B Desktop Support	Michael Barth	Human Services	Low	Closed	TTR Missed: No	2.43
INC000000507527	Heidi Trujillo	None	None	Utah Criminal Justice Informatio		TIR Missed: No	0.10
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.10
INC000000507539	Erma Hawker	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000507542	Robyn Ostberg	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000507546	Vicky Westmoreland	None	None	Microsoft Excel		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000507561	Warren Malupo	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000507569	Christina Weiss	Mobile Devices	None	None		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000507574	Martin Roundy	None	None	WordPerfect Office 2002		TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Human Services	Low	Closed	TTR Missed: No	5.23

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INC000000507587	Deena Ott	Network	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000507617	Mike Hebdon	None	None	None		TIR Missed: Yes	1.10
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	1.23
INC000000507620	travis black	Mobile Devices	Error	Novell GroupWise PDA Connec		TIR Missed: No	0.09
	Application Services	Dustin Crump	Human Services	Low	Closed	TTR Missed: No	0.20
INC000000507622	Wendy Ottley	Application	None	SAFE		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000507630	Cathy Rueff	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000507631	Richard Schade	Application	Password	Office of Recovery Services Inf		TIR Missed: No	0.03
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.11
INC000000507644	Stephanie Valdez	None	None	None		TIR Missed: Yes	6.43
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: Yes	6.43
INC000000507648	Cathy Rueff	Application	Password	Citrix ICA Client		TIR Missed: No	0.12
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.14
INC000000507658	Callie Gallacher	PC/Laptop	Error	None		TIR Missed: No	0.54
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Closed	TTR Missed: No	1.18
INC000000507671	Justina Flesher	Application	None	DB2 Query Management Facilit		TIR Missed: No	0.74
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	
INC000000507691	Annette Robertson	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.02
INC000000507694	Christopher Miller	None	None	Citrix ICA Client		TIR Missed: No	0.49
	Application Services	Terry Forsgren	Human Services	Low	Closed	TTR Missed: No	1.94
INC000000507699	Joan Charter	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000507704	Kris Shaw	Application	None	Novell GroupWise		TIR Missed: No	0.51
	Application Services	Paul Lundell	Human Services	Low	Closed	TTR Missed: No	0.54
INC000000507711	Jilene Gunther	PC/Laptop	Virus	None		TIR Missed: No	0.54
	Metro B Desktop Support	Tyler Pearce	Human Services	Low	Closed	TTR Missed: No	0.87
INC000000507741	Tiffany Quintana	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000507748	Eneleata Garcia	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.20
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	3.96

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INC000000507757	Janna Griffith	PC/Laptop	Performance	None		TIR Missed: No	0.12
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	3.11
INC000000507772	Tanya Alborno	Application	None	Citrix ICA Client		TIR Missed: No	0.37
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.45
INC000000507788	Lesa Howell	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000507838	Kelly R Anderson	Application	None	Microsoft Access		TIR Missed: No	0.21
	Rural South Desktop Support	Scott Jesienouski	Human Services	Low	Closed	TTR Missed: No	4.18
INC000000507903	Christina Weiss	Mobile Devices	None	BlackBerry Configuration		TIR Missed: No	0.22
	Application Services	Dustin Crump	Human Services	Low	Closed	TTR Missed: No	4.50
INC000000507911	Thomas McCloud	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000507914	Richard Rawle	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000507915	Scott Jacobson	None	None	None		TIR Missed: No	0.00
	Application Services	Bart Purser	Human Services	Low	Closed	TTR Missed: No	3.39
INC000000507917	Mary Lou Warner	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000507918	Lennie Knowlton	Mobile Devices	Error	None		TIR Missed: No	0.10
	Application Services	Dustin Crump	Human Services	Low	Closed	TTR Missed: No	0.51
INC000000507932	Alexandra Urban	Application	None	None		TIR Missed: No	0.49
	Metro B Hosting	Paul Engberson	Human Services	Low	Closed	TTR Missed: No	0.49
INC000000507962	Vern Greenhalgh	Application	Password	DB2 Query Management Facility		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000507963	Rick H Hansen	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000507964	Anna Repos	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000507967	Lisa Peek	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000507971	Lisa D Evans	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000507972	Lisa D Evans	None	None	ZENworks for Desktops		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	

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INC000000507982	Richard Spencer Rural Central Desktop Support	Application Robert Case	Error Human Services	State Payroll Time Entry System Low	TIR Missed: No TTR Missed: No	0.17 1.94
INC000000507984	Matthew Froelich Help Desk	Network Julie VanBeekum	None Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000507985	Kris Allen Application Services	Mobile Devices Dustin Crump	Error Human Services	Novell GroupWise PDA Connec Low	TIR Missed: No TTR Missed: No	0.08 0.26
INC000000507986	Brion Terry Metro B Help Desk	None Gary Graham	None Human Services	Adobe Connect Low	TIR Missed: No TTR Missed: No	0.27 0.40
INC000000507995	Ken Ransom Metro B Desktop Support	Application Annice Valdez	None Human Services	DB2 Query Management Facilit Low	TIR Missed: No TTR Missed: No	0.10 0.46
INC000000508027	Martin Roundy Help Desk	PC/Laptop Julie VanBeekum	None Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000508044	Carol Black Metro B Help Desk	Application Gary Graham	None Human Services	Microsoft Excel Low	TIR Missed: No TTR Missed: No	0.33 0.33
INC000000508057	Amanda Galloway Metro B Help Desk	Application Gary Graham	Password Human Services	Citrix ICA Client Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000508065	Suzanne Beckstead Metro B Help Desk	None Gary Graham	None Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000508070	Jenifer Rouelle Metro B Help Desk	None Gary Graham	None Human Services	Citrix ICA Client Low	TIR Missed: No TTR Missed: No	0.13 0.13
INC000000508075	Gordon Gunn Metro C Help Desk	Application Ross Owen	Error Human Services	Novell GroupWise Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000508100	Tiffany Baumann Metro B Help Desk	None Val Shepherd	None Human Services	SAFE Low	TIR Missed: No TTR Missed: No	0.74 0.74
INC000000508116	Dana Guertin Metro B Help Desk	None Gary Graham	None Human Services	SAFE Low	TIR Missed: No TTR Missed: No	0.47 2.26
INC000000508129	Jill McAfee Metro B Desktop Support	PC/Laptop Ken Bolkcom	Virus Human Services	None Low	TIR Missed: No TTR Missed: No	0.13 2.31
INC000000508139	Teresa Flores Metro B Help Desk	Application Val Shepherd	Password Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000508144	Vicky Westmoreland Metro B Desktop Support	Application Ken Bolkcom	None Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 2.55
INC000000508151	Jill Stewart Metro B Help Desk	None Gary Graham	None Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00

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INC000000508168	Lynda Thoreson	Application	Password	Utah Master Directory	TIR Missed: No	0.00
Help Desk	James Stearns	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000508195	Gaye A Holt	Application	Password	PGP	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000508198	Kevin Kilburn	Application	None	IPCC Express	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000508200	David D Felt	None	None	None	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000508201	Angie thompson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Ross Owen	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000508202	Sharon Curiel	Application	None	IPCC Express	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000508204	Philip Applegarth	Application	None	IPCC Express	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000508210	Teresa Flores	Application	None	IPCC Express	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Medium	Closed	TTR Missed: No	0.00
INC000000508213	Jessica Cameron	PC/Laptop	Hardware	None	TIR Missed: No	0.00
Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000508216	Kelsey Clark	None	None	Citrix ICA Client	TIR Missed: No	0.01
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.04
INC000000508246	Faline Iorg	Mainframe	Password	BlueZone	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000508249	Josette Harding	None	None	Gmail	TIR Missed: No	0.22
Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No	0.34
INC000000508277	Lori Hills	Network	Incident	None	TIR Missed: No	0.32
Rural North Desktop Support	Wayne Higgs	Human Services	Low	Closed	TTR Missed: No	0.34
INC000000508283	Susan Bowman	Application	None	Adobe Connect	TIR Missed: No	0.31
Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	0.33
INC000000508286	Tamara Larry	Telecom	None	Telephone	TIR Missed: No	0.23
Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Closed	TTR Missed: No	0.30
INC000000508287	Bethany Votroubek	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000508291	Lory Pond	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00

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INC000000508298	Justina Flesher	Application	None	Novell GroupWise	TIR Missed: No	0.26
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000508307	Kaythern Espinoza	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.00
INC000000508313	Amber McCoy	Application	Password	Utah Criminal Justice Informatio	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.00
INC000000508314	Debra Dopp	None	None	Internet Explorer	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.00
INC000000508334	Joseph Gonzalez	None	None	None	TIR Missed: No	0.43
	Metro B Desktop Support	Cindy Reed	Human Services	Low Closed	TTR Missed: No	3.21
INC000000508348	Suzanne Beckstead	None	None	None	TIR Missed: No	0.29
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.31
INC000000508354	Victoria A. Peterson	Telecom	Hardware	Telephone	TIR Missed: No	0.19
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Low Closed	TTR Missed: No	0.35
INC000000508368	Courtney Shakespear	Network	None	None	TIR Missed: No	0.27
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.72
INC000000508371	Jill Stewart	Application	None	None	TIR Missed: No	0.14
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.14
INC000000508372	Josette Harding	Application	Reporting	Gmail	TIR Missed: Yes	3.56
	Rural Central Desktop Support	John Donaldson	Human Services	Low Closed	TTR Missed: No	3.57
INC000000508375	Kendall Johnson	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000508377	Kati Wheatley	None	None	None	TIR Missed: No	0.17
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Low Closed	TTR Missed: No	0.26
INC000000508384	Nicole Nielsen	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000508388	Marcy Jensen	Telecom	Call/Receive	telephone	TIR Missed: No	0.51
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Low Closed	TTR Missed: No	0.57
INC000000508390	Jennifer Tanner	PC/Laptop	Password	PGP	TIR Missed: Yes	2.04
	Rural Central Desktop Support	Paul Petersen	Human Services	Low Closed	TTR Missed: No	2.04
INC000000508429	Jared Stafford	Network	Incident	None	TIR Missed: Yes	1.74
	Metro B Hosting	James Gramse	Human Services	Low Closed	TTR Missed: No	1.99
INC000000508431	Jane Jakeman	Print/Copy/Scan/Fax	Paper Jam	None	TIR Missed: Yes	3.65
	Rural Central Desktop Support	Robert Case	Human Services	Low Closed	TTR Missed: No	3.65

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INC000000508433	Salem Luna	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low Closed	TTR Missed: No	0.00
INC000000508438	Saovale Stevenson	PC/Laptop	Performance	None	TIR Missed: Yes	3.62
	Rural Central Desktop Support	Robert Case	Human Services	Low Closed	TTR Missed: No	3.62
INC000000508446	Dana Guertin	None	None	None	TIR Missed: No	0.00
	Application Services	Terry Forsgren	Human Services	Low Closed	TTR Missed: No	0.00
INC000000508453	Amy Tafoya	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Ryan Casey	Human Services	Low Closed	TTR Missed: No	0.00
INC000000508470	Lori Butler	None	None	PGP	TIR Missed: No	0.12
	Metro B Desktop Support	Annice Valdez	Human Services	Low Closed	TTR Missed: No	2.55
INC000000508482	Liz Wing	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low Closed	TTR Missed: No	0.00
INC000000508488	Trisha Glenn	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.00
INC000000508492	Roseanna L Manu	None	None	Kofax ImageControls	TIR Missed: Yes	2.75
	ORS Case Imaging	Dan Barrett	Human Services	Low Closed	TTR Missed: No	2.75
INC000000508495	Jill McAfee	Application	Error	PGP	TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low Closed	TTR Missed: No	0.00
INC000000508503	Kay Layton	None	None	JavaPC	TIR Missed: No	0.15
	Metro B Desktop Support	Annice Valdez	Human Services	Low Closed	TTR Missed: No	3.85
INC000000508506	Mark Strebel	None	None	Data Warehouse	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.00
INC000000508512	Amanda Galloway	None	None	pgp	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.00
INC000000508522	Albert Phipps	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000508532	Tammy Knight	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.00
INC000000508552	Delayne Heinhold	None	None	Internet Explorer	TIR Missed: No	0.11
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.11
INC000000508567	Kathleen Fulton	Telecom	Call Management	Telephone	TIR Missed: No	0.07
	Voice/Data/WAN Services	Art Scott	Human Services	Low Closed	TTR Missed: No	0.91
INC000000508576	Brian D Nelson	None	None	None	TIR Missed: No	0.40
	Metro B Desktop Support	Peter Musser	Human Services	Low Closed	TTR Missed: No	0.59

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Human Services

INC000000508583	Jennifer Stahle	Application	None	Gmail		TIR Missed: Yes	2.17
	Application Services	Martin Gonzalez	Human Services	Low	Closed	TTR Missed: No	5.83
INC000000508619	Christy Van Buskirk	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.39
	Metro B Desktop Support	Peter Musser	Human Services	Low	Closed	TTR Missed: No	0.40
INC000000508621	Ruth Hauser	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.30
	Metro B Desktop Support	Peter Musser	Human Services	Low	Closed	TTR Missed: No	0.30
INC000000508623	Jeff Harrop	Application	None	Citrix ICA Client		TIR Missed: No	0.06
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.14
INC000000508624	Paula Loakes	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.24
	Metro B Desktop Support	Peter Musser	Human Services	Low	Closed	TTR Missed: No	0.24
INC000000508635	Josette Harding	Application	Error	Internet Explorer		TIR Missed: No	0.76
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No	0.78
INC000000508638	Roseanna L Manu	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000508657	Craig L Povey	Application	None	None		TIR Missed: No	0.08
	Metro B Desktop Support	Michael Barth	Human Services	Low	Closed	TTR Missed: No	4.53
INC000000508671	Jennifer Wagoner	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Lori Hartzell	Human Services	Low	Closed	TTR Missed: No	
INC000000508674	Cassie Selim	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Lori Hartzell	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000508682	Tammy J Valdez	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000508718	Michael Levi	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000508744	Chris Wride	Application	None	Gmail		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000508750	Michael Rasmussen	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000508753	Shaunna Skidmore	None	None	None		TIR Missed: No	0.17
	Rural North Desktop Support	Dane Smith	Human Services	Low	Closed	TTR Missed: No	0.17
INC000000508755	Jennifer Coomer	Application	Error	Office of Recovery Services Inc		TIR Missed: Yes	1.02
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	1.04
INC000000508759	Linda Bright	None	None	None		TIR Missed: No	0.47
	Rural North Desktop Support	Lori Hartzell	Human Services	Low	Closed	TTR Missed: No	0.47

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INC000000508760	Susan Nance	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000508765	Jackie Stahler	None	None	None		TIR Missed: Yes	2.26
	Rural North Desktop Support	Ryan Casey	Human Services	Low	Closed	TTR Missed: No	2.26
INC000000508767	Talia Egbert	None	None	None		TIR Missed: Yes	2.24
	Rural North Desktop Support	Ryan Casey	Human Services	Low	Closed	TTR Missed: No	2.24
INC000000508768	Patty Fazzio	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000508770	Ruth Powers	None	None	None		TIR Missed: No	0.71
	Rural North Desktop Support	Wayne Higgs	Human Services	Low	Closed	TTR Missed: No	0.71
INC000000508777	Chris Boswell	Application	Password	Adobe Connect		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000508785	Alison Warner	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000508796	Toni Mortensen	Application	Reporting	Internet Explorer		TIR Missed: No	0.93
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	1.05
INC000000508802	Gaye Bluemel	Network	Incident	None		TIR Missed: No	0.62
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.69
INC000000508816	Ella Lopez	Application	Error	DB2 Query Management Facility		TIR Missed: No	0.57
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	1.43
INC000000508819	Alan K Misbach	Application	Password	Gmail		TIR Missed: No	0.29
	Application Services	Dustin Crump	Human Services	Low	Closed	TTR Missed: No	0.61
INC000000508848	Michael Styles	Telecom	None	None		TIR Missed: No	0.09
	Application Services	Dustin Crump	Human Services	Low	Closed	TTR Missed: No	0.35
INC000000508850	Vickie Long	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed: No	2.07
INC000000508852	Kristy Barton	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed: No	2.06
INC000000508879	Navina Forsythe	None	None	None		TIR Missed: Yes	2.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Closed	TTR Missed: No	2.00
INC000000508880	Ivana Meandzija	Application	None	Contract Approval Payment Sys		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000508894	Josie Angerhofer	None	None	None		TIR Missed: No	0.51
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	0.51

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INC000000508900	Navina Forsythe	None	None	None		TIR Missed: No	0.61
	Rural Central Desktop Support	Jeremy Standifird	Human Services	Low	Closed	TTR Missed: No	3.22
INC000000508902	Navina Forsythe	None	None	None		TIR Missed: Yes	1.54
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed: No	1.56
INC000000508909	Navina Forsythe	None	None	None		TIR Missed: Yes	1.69
	Rural Central Desktop Support	Todd Hardy	Human Services	Low	Resolved	TTR Missed: No	1.69
INC000000508913	Navina Forsythe	None	None	None		TIR Missed: No	0.36
	Rural Central Desktop Support	Troy Morris	Human Services	Low	Closed	TTR Missed: No	0.66
INC000000508916	Eric Jenkins	Application	Password	Citrix ICA Client		TIR Missed: No	0.25
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.25
INC000000508926	Lory Pond	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000508959	Robert Jowett	None	None	None		TIR Missed: No	0.23
	Metro B Desktop Support	Annicke Valdez	Human Services	Low	Closed	TTR Missed: No	1.05
INC000000508978	Amy Hall	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000508991	Vicky Westmoreland	None	None	None		TIR Missed: No	0.52
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	1.36
INC000000509006	Don Campbell	None	None	Adobe Reader		TIR Missed: No	0.00
	Rural Central Desktop Support	Troy Morris	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000509008	Janice Oswald	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000509012	Janice Oswald	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.01
	Metro B Desktop Support	Annicke Valdez	Human Services	Low	Closed	TTR Missed: No	3.41
INC000000509021	Jennifer Jamalkowski	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000509022	Venice Hampton	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000509024	Charles Goodman	Application	Password	None		TIR Missed: No	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000509047	Michael Benedict	None	None	None		TIR Missed: No	0.00
	Application Services	Tony Larsen	Human Services	Low	Closed	TTR Missed: No	0.01
INC000000509056	Kimball Krantz	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.12

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INC000000509064	Roy Perez	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.42
INC000000509069	Sarah Lake	Application	Password	Cisco AnyConnect VPN Client		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000509072	Jackie Knight	Application	Error	RSA SecurID Software Token		TIR Missed: No	0.00
	Help Desk	James Stearns	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000509073	Tina Humphrey	Application	None	Cisco AnyConnect VPN Client		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000509075	Jeannine Strasburg	Application	None	Cisco AnyConnect VPN Client		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000509078	Rebecca Mullan	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000509098	Steve Jonatan Rosales	Application	Error	ZENworks for Desktops		TIR Missed: No	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000509121	Tylean Peck	None	None	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000509124	Lisa Martinez	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000509136	Peggy Thacker	Application	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Human Services	Low	Closed	TTR Missed: No	5.90
INC000000509172	Jamie Babbel	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000509178	Donelle Clements	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000509187	Stephanie Quintana	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000509188	Lisa Peek	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000509190	Lisa Peek	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.33
INC000000509193	Bonnie Northrup	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.32
INC000000509194	Dorothy Greene	Application	Error	Receipt System		TIR Missed: No	0.00
	Rural Central Desktop Support	Jay Barfuss	Human Services	Low	Closed	TTR Missed: No	0.00

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INC000000509208	Donelle Clements	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000509214	Curtis Lakey	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000509215	Faline Iorg	None	None	None		TIR Missed: No	0.38
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.38
INC000000509222	Kay Layton	None	None	None		TIR Missed: No	0.12
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	2.90
INC000000509239	Peggy Major	None	None	None		TIR Missed: No	0.20
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.53
INC000000509241	Mary Burris	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000509250	Denise Goettsche	None	None	None		TIR Missed: No	0.21
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: Yes	6.04
INC000000509256	Janice Oswald	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000509261	Peggy Matlin	None	None	None		TIR Missed: No	0.27
	Metro B Desktop Support	Cindy Reed	Human Services	Low	Closed	TTR Missed: No	0.27
INC000000509265	Jeanine Taylor	Application	None	Adobe Connect		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000509273	Ed Fasy	PC/Laptop	Performance	None		TIR Missed: No	0.14
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.14
INC000000509274	Lana Kopecky	Application	None	Contract Approval Payment Sys		TIR Missed: No	0.50
	Application Support - CAPS	Brent Mabey	Human Services	Low	Closed	TTR Missed: No	1.49
INC000000509281	Paul Korth	None	None	None		TIR Missed: Yes	3.31
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	3.88
INC000000509299	Annette Babisz	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Peter Musser	Human Services	Low	Closed	TTR Missed: No	
INC000000509299	Annette Babisz	None	None	None		TIR Missed: No	0.43
	Metro B Desktop Support	Peter Musser	Human Services	Low	Closed	TTR Missed: No	
INC000000509323	Lori Herbert	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000509337	Jesse Sitterud	Application	Reporting	Action Request System		TIR Missed: No	0.00
	Help Desk	James Stearns	Human Services	Low	Closed	TTR Missed: No	0.00

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INC000000509341	Tanya Schmidt Application Services	Mobile Devices Dustin Crump	Error Human Services	Novell GroupWise PDA Connec Low	TIR Missed: No TTR Missed: No	0.09 0.91
INC000000509343	Jennifer Tanner Rural Central Desktop Support	Application Paul Petersen	None Human Services	SAFE Low	TIR Missed: No TTR Missed: No	0.00 2.36
INC000000509385	Les Roberts Metro B Help Desk	Application Gary Graham	Password Human Services	DB2 Query Management Facilit Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000509397	Dot Clayton Metro B Help Desk	Application Gary Graham	Password Human Services	Citrix ICA Client Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000509415	Justina Flesher Operations Production Control	None Christie Burnham	None Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000509416	Stacey Gleed Metro B Help Desk	Application Val Shepherd	None Human Services	Novell GroupWise Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000509419	Lori Giovannoni Application Services	Application Martin Gonzalez	None Human Services	Gmail Low	TIR Missed: Yes TTR Missed: No	2.39 3.42
INC000000509423	Wendy Whiting Metro B Help Desk	Application Val Shepherd	Password Human Services	PGP Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000509449	judy miller Metro B Desktop Support	None Michael Barth	None Human Services	None Medium	TIR Missed: No TTR Missed: No	0.08 0.30
INC000000509462	Misty Crawford Voice Operations	Telecom Romanza Hamblin Sorensen	Coverage Path Human Services	Telephone Low	TIR Missed: No TTR Missed: No	0.15 0.42
INC000000509468	Angela Schmith Metro B Desktop Support	PC/Laptop Annice Valdez	Performance Human Services	None Low	TIR Missed: No TTR Missed: No	0.37 1.01
INC000000509491	Susan Martell Help Desk	Application Julie VanBeekum	None Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000509503	Judy M Halford Metro C Help Desk	None Ross Owen	None Human Services	WordPerfect Office 2002 Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000509505	Jamie Strong Metro B Help Desk	Network Val Shepherd	Incident Human Services	Novell ConsoleOne Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000509528	Dave Boel Rural Central Desktop Support	PC/Laptop Robert Case	Hardware Human Services	None Low	TIR Missed: No TTR Missed: No	0.91 0.91
INC000000509533	Alyssa Barson Metro B Desktop Support	None Peter Musser	None Human Services	None Low	TIR Missed: No TTR Missed: No	0.21 0.53
INC000000509536	Alyssa Barson Metro B Help Desk	None Gary Graham	None Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00

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INC000000509579	Linda Manning	None	None	Utah Criminal Justice Informatio	TIR Missed: No	0.07
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.35
INC000000509607	Ruth Hauser	Network	None	None	TIR Missed: No	0.22
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.22
INC000000509625	Terri Ruesch	PC/Laptop	Hardware	None	TIR Missed: No	0.27
	Metro B Desktop Support	Peter Musser	Human Services	Low Closed	TTR Missed: No	3.40
INC000000509644	Peter Sorensen	Telecom	Call Management	Telephone	TIR Missed: No	0.30
	Voice Operations	Gail Christiansen	Human Services	Low Closed	TTR Missed: No	0.30
INC000000509645	Robert Wimmer	Application	None	ZENworks for Desktops	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000509661	Jody Eby	Application	Reporting	None	TIR Missed: No	0.12
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.15
INC000000509662	Nicole Nielsen	Application	Password	PGP	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000509664	Jody Eby	Application	Reporting	None	TIR Missed: No	0.10
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.15
INC000000509676	Jackie Stahler	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Ryan Casey	Human Services	Low Closed	TTR Missed: No	0.00
INC000000509681	Debbie L Miller	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.10
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.59
INC000000509732	Patti VanWagoner	Application	None	Citrix ICA Client	TIR Missed: No	0.43
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.54
INC000000509785	Kristy Walker	None	None	Internet Explorer	TIR Missed: No	0.37
	Metro B Desktop Support	Annicce Valdez	Human Services	Low Closed	TTR Missed: No	2.22
INC000000509805	Penny Rice	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000509822	Susan Nance	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low Closed	TTR Missed: No	0.00
INC000000509845	Katy Larsen	PC/Laptop	Virus	None	TIR Missed: No	0.28
	Metro B Desktop Support	Peter Musser	Human Services	Low Closed	TTR Missed: No	1.53
INC000000509862	Keith Brown	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low Closed	TTR Missed: No	0.00
INC000000509864	Valene Gibbs	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low Closed	TTR Missed: No	0.00

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INC000000509876	Venice Hampton Rural Central Desktop Support	Application John Donaldson	Password Human Services	Novell eDirectory Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000509882	Garry R Holbrook Rural South Desktop Support	Print/Copy/Scan/Fax Doug Chaston	Error Code Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000509893	Joann Murphy Metro B Help Desk	Application Gary Graham	Password Human Services	Utah Criminal Justice Informatio Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000509920	Shauna Lighthill Rural Central Desktop Support	Application John Donaldson	Password Human Services	Echart Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000509923	Katelyn Hare Help Desk	Network Julie VanBeekum	Performance Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000509941	Evelyn Cloward Rural Central Desktop Support	None Jeremy Standifird	None Human Services	Gmail Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000509954	Jeffrey Peterson Metro C Help Desk	Network Ross Owen	Password Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000509957	Janis Widdison Metro C Help Desk	None Ross Owen	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000509964	Chris Wride Help Desk	Print/Copy/Scan/Fax Julie VanBeekum	Queue Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000509968	Julie Fisher Metro B Desktop Support	Application Annice Valdez	Error Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.24 0.25
INC000000509970	Aude Bermond Hamlet Metro B Help Desk	Application Val Shepherd	Password Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.18 0.18
INC000000509983	Alyssa Barson Metro B Desktop Support	None Tyler Pearce	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000509990	Toni V Wardle Metro B Desktop Support	None Tyler Pearce	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000510006	Justina Flesher Operations Production Control	None Christie Burnham	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000510007	Justina Flesher Operations Production Control	None Christie Burnham	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000510011	Kristen Kinikini Rural Central Desktop Support	Application Rod Montoya	Error Human Services	Microsoft Windows XP Professio Low	Closed	TIR Missed: No TTR Missed: No	0.02 0.02
INC000000510030	Kari Wright Help Desk	None James Stearns	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00

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INC000000510037	Shylo Pickeral	Application	Password	Citrix ICA Client	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000510040	Kyle Goudie	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000510043	Leeann Robinson	PC/Laptop	Performance	None	TIR Missed: No	0.00
	Metro B Desktop Support	Annice Valdez	Human Services	Low Closed	TTR Missed: No	0.00
INC000000510047	Tom Medina	Application	None	Content Manager	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000510049	Toni Davis	Application	None	Content Manager	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Medium Closed	TTR Missed: No	0.00
INC000000510050	Nancy Newman	Application	Password	RSA SecurID Software Token	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000510051	Nancy Newman	Network	Password	None	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000510055	Geneann Carlino	Application	None	Symantec AntiVirus	TIR Missed: No	0.00
	Metro B Desktop Support	Jay Locker	Human Services	Low Closed	TTR Missed: No	2.56
INC000000510067	Susan Clements	Application	None	Microsoft Windows 7	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000510072	Pam Smith	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.14
	Rural South Desktop Support	Lance Nay	Human Services	Low Closed	TTR Missed: No	0.75
INC000000510073	Ivana Meandzija	None	None	Contract Approval Payment Sys	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.00
INC000000510086	Kyle Lancaster	None	None	None	TIR Missed: Yes	1.06
	Metro B Desktop Support	Peter Musser	Human Services	Low Resolved	TTR Missed: No	1.17
INC000000510087	Shaunna Skidmore	None	None	Adobe Acrobat	TIR Missed: No	0.82
	Rural North Desktop Support	Dane Smith	Human Services	Low Closed	TTR Missed: No	0.82
INC000000510125	Ryan Rasmussen	Application	Error	Utah Cares	TIR Missed: No	0.00
	Rural Central Desktop Support	Jay Barfuss	Human Services	Low Closed	TTR Missed: No	0.19
INC000000510151	Kelli Karpakis	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low Closed	TTR Missed: No	0.00
INC000000510171	John Macfarlane	Application	None	PGP	TIR Missed: No	0.65
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.69
INC000000510181	Janet Kinder	Network	Incident	None	TIR Missed: No	0.32
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	

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INC000000510187	Ivana Meandzija	Application	None	Contract Approval Payment Sys	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000510189	Janet Kinder	Application	Password	Remedy Service Request Mana	TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low Closed	TTR Missed: No	0.00
INC000000510191	Donelle Clements	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000510213	Linda Manning	Application	Password	Utah Criminal Justice Informatio	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.00
INC000000510214	Frank Garcia	Application	Password	DB2 Query Management Facilit	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.00
INC000000510219	Courtney Shakespear	None	None	ZENworks for Desktops	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.00
INC000000510235	Zeljka Borro	Application	None	None	TIR Missed: No	0.18
	Metro B Desktop Support	Annice Valdez	Human Services	Low Closed	TTR Missed: No	2.27
INC000000510236	Judy Hull	None	None	None	TIR Missed: No	0.15
	Metro B Desktop Support	Jay Locker	Human Services	Low Closed	TTR Missed: No	0.63
INC000000510255	judy miller	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000510300	Nancy Stucki	PC/Laptop	None	None	TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low Closed	TTR Missed: No	0.00
INC000000510318	Clark Staley	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000510323	Leslee Butterfield	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000510325	Angie Romero	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.31
	ORS Case Imaging	Dan Barrett	Human Services	Low Closed	TTR Missed: No	4.82
INC000000510334	Patricia Hurley	Application	Error	None	TIR Missed: No	0.29
	Capitol Hosting	Curtis Parker	Human Services	Low Closed	TTR Missed: No	1.33
INC000000510338	Patrice Dozier	None	None	PGP	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.00
INC000000510340	Theyvena Sanders	Wireless Connectivity	Performance	None	TIR Missed: No	0.22
	Metro B Desktop Support	Peter Musser	Human Services	Low Closed	TTR Missed: No	1.23
INC000000510346	Kris Allen	Application	Error	None	TIR Missed: No	0.18
	Help Desk	Julie VanBeekum	Human Services	Low Closed	TTR Missed: No	0.20

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INC000000510350	Paula Loakes	None	None	None		TIR Missed: Yes	1.58
	Metro B Desktop Support	Ken Bolkcom	Human Services	Low	Closed	TTR Missed: No	3.33
INC000000510351	Nancy Hurst	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.73
	Rural South Desktop Support	Meladye Shively	Human Services	Low	Closed	TTR Missed: No	1.33
INC000000510365	KC Whittaker	Application	None	Internet Explorer		TIR Missed: No	0.21
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	4.22
INC000000510375	Todd Thayn	Application	Password	eFIND/eSHARE		TIR Missed: No	0.03
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.39
INC000000510379	Kara Roberts	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	James Stearns	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000510388	Rachel Wilkinson	Application	Reporting	Action Request System		TIR Missed: No	0.00
	Help Desk	James Stearns	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000510391	Stephen Shafer	Application	Password	None		TIR Missed: Yes	1.08
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	1.08
INC000000510393	Lynn Sanderson	Application	None	Internet Explorer		TIR Missed: Yes	1.43
	Metro B Desktop Support	Jay Locker	Human Services	Low	Closed	TTR Missed: Yes	22.67
INC000000510394	Cynthia Gardner	Network	Error	None		TIR Missed: Yes	1.39
	Rural North Desktop Support	Kim Ratushniak	Human Services	Low	Closed	TTR Missed: No	1.39
INC000000510400	Christy M Wixom	PC/Laptop	Hardware	None		TIR Missed: Yes	1.13
	Metro B Desktop Support	Jay Locker	Human Services	Low	Closed	TTR Missed: No	1.13
INC000000510410	Micah Bulloch	Application	Password	Citrix ICA Client		TIR Missed: No	0.57
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.57
INC000000510419	Christine Harris	Application	None	Citrix ICA Client		TIR Missed: No	0.46
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.56
INC000000510424	Anna Reposa	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.29
	Rural South Desktop Support	Meladye Shively	Human Services	Low	Closed	TTR Missed: No	0.29
INC000000510441	Rafawn Rogers	Application	Error	Novell GroupWise		TIR Missed: No	0.49
	Rural Central Desktop Support	Troy Morris	Human Services	Low	Closed	TTR Missed: No	0.53
INC000000510457	Desree Swank	PC/Laptop	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jay Barfuss	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000510465	Christy M Wixom	Telecom	None	Telephone		TIR Missed: No	0.32
	Voice/Data/WAN Services	Greg Blessing	Human Services	Low	Closed	TTR Missed: No	1.25
INC000000510477	Elaine Boren-Hess	PC/Laptop	Hardware	None		TIR Missed: No	0.14
	Metro B Desktop Support	Tyler Pearce	Human Services	Low	Closed	TTR Missed: No	1.66

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INC000000510516	Erica Vunder Metro B Help Desk	Network Gary Graham	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000510527	Colleen Cook Rural South Desktop Support	PC/Laptop Lane Adams	None Human Services	None Low	TIR Missed: No TTR Missed: No	0.10 0.51
INC000000510540	Angela Schmith Metro B Help Desk	Application Val Shepherd	Password Human Services	None Low	TIR Missed: No TTR Missed: No	0.47 0.47
INC000000510559	Tina Lloyd Rural South Desktop Support	Application Lance Nay	None Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000510560	Rosemary Mories Rural Central Desktop Support	PC/Laptop Troy Morris	Error Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 5.62
INC000000510585	Brian McDowell Metro B Hosting	None Paul Seager	None Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000510586	James Loveless Help Desk	Application James Stearns	Password Human Services	Utah Master Directory Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000510587	James Loveless Help Desk	Application James Stearns	Password Human Services	Utah Master Directory Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000510628	Eric Olson Help Desk	Application James Stearns	Password Human Services	Utah Master Directory Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000510636	Patricia Myrum Metro B Help Desk	None Val Shepherd	None Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000510650	Kimball Krantz Metro B Desktop Support	None Annice Valdez	None Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.22
INC000000510651	Eric Olson Application Services	Application Martin Gonzalez	None Human Services	Gmail Low	TIR Missed: No TTR Missed: No	0.00 5.95
INC000000510655	Jeannine Strasburg Rural Central Desktop Support	Application Ron LeBaron	Password Human Services	ZENworks for Desktops Low	TIR Missed: No TTR Missed: No	0.04 0.04
INC000000510661	Brittany Slaughter Metro B Help Desk	Application Val Shepherd	None Human Services	ZENworks for Desktops Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000510664	Timothy Vail Metro B Help Desk	Application Val Shepherd	Password Human Services	Citrix ICA Client Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000510666	Bruce Larsen Metro B Help Desk	Network Val Shepherd	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000510670	Joseph Gonzalez Metro B Desktop Support	None Peter Musser	None Human Services	None Low	TIR Missed: No TTR Missed: No	0.33 1.64

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INC000000510673	Sandy Miller	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000510675	Eric Olson	Application	Error	Novell GroupWise	TIR Missed: No	0.32
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.32
INC000000510680	Chris Boswell	Application	None	Novell Messenger	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000510682	Sandra Reed	Application	Password	Office of Recovery Services Inf	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000510687	Pamela Higgins	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000510690	Stephanie Higbee	None	None	ZENworks for Desktops	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.14
INC000000510714	Elizabeth Wright	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.00
INC000000510715	Maria Justice	Mainframe	Password	BlueZone	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000510717	Lory Pond	None	None	None	TIR Missed: No	0.72
	Strategic Communications	Luis Larios	Human Services	Low Closed	TTR Missed: No	2.34
INC000000510720	Christine G Nguyen	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low Closed	TTR Missed: No	0.00
INC000000510723	Coy Stevenson	Application	Password	PGP	TIR Missed: No	0.17
	Help Desk	Julie VanBeekum	Human Services	Low Closed	TTR Missed: No	0.17
INC000000510727	Michelle Naylor	None	None	Citrix Installation Manager	TIR Missed: No	0.74
	Application Services	Terry Forsgren	Human Services	Low Closed	TTR Missed: No	0.75
INC000000510731	Dawn Hollingsworth	Mobile Devices	None	iPhone	TIR Missed: Yes	2.42
	Application Services	Dustin Crump	Human Services	Low Closed	TTR Missed: No	2.57
INC000000510747	James Larson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.00
INC000000510755	Marcie A Johnson	None	None	Cisco AnyConnect VPN Client	TIR Missed: No	0.00
	Metro B Desktop Support	Annicke Valdez	Human Services	Low Closed	TTR Missed: No	1.04
INC000000510762	Jody Eby	None	None	None	TIR Missed: No	0.46
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	1.14
INC000000510763	Shannon Brennan	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00

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INC000000510765	Jonathan Frank	Application	Error	None		TIR Missed: No	0.38
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	0.38
INC000000510767	Christy Van Buskirk	Telecom	Voice Mail	None		TIR Missed: No	0.25
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Closed	TTR Missed: No	0.98
INC000000510769	Julia Huffaker	Application	None	ZENworks for Desktops		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000510776	Phyllis Rogerson	Application	Password	Novell GroupWise		TIR Missed: No	0.60
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.60
INC000000510800	Zlatko Porobic	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000510821	Nancy Stucki	PC/Laptop	Performance	None		TIR Missed: No	0.69
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Closed	TTR Missed: No	0.69
INC000000510828	Scott Roudabush	Network	Incident	None		TIR Missed: No	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000510835	Pat Peterson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000510843	Priya Noronha Ellwood	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed: No	4.32
INC000000510861	Tasha Huffaker	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000510875	Susie Prince	Application	Password	PGP		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000510916	Scott Weight	Application	None	eFIND/eSHARE		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000510935	Malinda Allred	PC/Laptop	Hardware	None		TIR Missed: No	0.72
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	0.72
INC000000510941	Justina Flesher	None	None	None		TIR Missed: No	0.02
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.49
INC000000510945	Gloria Beagley	Application	Password	Bomgar		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000510950	Janet Culpepper	Network	None	None		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000510966	Carlos Sylvanstone	PC/Laptop	Error	None		TIR Missed: No	0.43
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	0.43

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INC000000510993	Vanessa Knickerbocker	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.23
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.37
INC000000511004	Lori Butler	Application	Password	PGP	TIR Missed: No	0.24
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.27
INC000000511013	Lana Kopecky	Application	None	Utah System for Tracking Eligibi	TIR Missed: No	0.14
	Metro B Desktop Support	Tyler Pearce	Human Services	Low Closed	TTR Missed: No	0.83
INC000000511020	Becky Dalby	PC/Laptop	None	None	TIR Missed: No	0.05
	Metro B Desktop Support	Cindy Reed	Human Services	Low Closed	TTR Missed: No	1.55
INC000000511026	Beverly Clark	None	None	Novell GroupWise	TIR Missed: No	0.51
	Application Services	Paul Lundell	Human Services	Low Closed	TTR Missed: No	0.64
INC000000511030	Kara Anderson	None	None	Novell GroupWise	TIR Missed: No	0.48
	Application Services	Paul Lundell	Human Services	Low Closed	TTR Missed: No	0.89
INC000000511042	Daniel Hansen	Server	None	None	TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Human Services	Low Closed	TTR Missed: No	0.00
INC000000511051	Carrie Worthen	Application	Password	DB2 Query Management Facilit	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.00
INC000000511065	Amy Smith	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000511067	Shirlene McCairns	None	None	None	TIR Missed: No	0.49
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Low Closed	TTR Missed: No	0.49
INC000000511078	Paul Day	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.00
INC000000511081	Trisha Reynolds	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.17
INC000000511098	Kimball Krantz	Mainframe	Password	BlueZone	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.00
INC000000511106	Nancy Stucki	PC/Laptop	Performance	None	TIR Missed: No	0.23
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low Closed	TTR Missed: No	0.23
INC000000511109	Nancy Stucki	Application	None	Adobe Acrobat	TIR Missed: No	0.21
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low Closed	TTR Missed: No	0.21
INC000000511130	Mavanie Vein	None	None	None	TIR Missed: No	0.42
	Rural Central Desktop Support	Robert Case	Human Services	Low Closed	TTR Missed: No	0.50
INC000000511134	Julie Mortensen	None	None	None	TIR Missed: No	0.50
	Capitol Hosting	Patrick Funk	Human Services	Medium Closed	TTR Missed: No	1.00

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INC000000511135	Michele Garrick	None	None	None		TIR Missed: No	0.06
	Metro B Desktop Support	Annic Valdez	Human Services	Low	Closed	TTR Missed: No	0.86
INC000000511136	Darcie Peterson	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.04
INC000000511139	Stephanie Murphy	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.19
	Rural North Desktop Support	Neil Smedley	Human Services	Low	Closed	TTR Missed: No	1.57
INC000000511140	Dennis Brooks	None	None	Mozilla Firefox		TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Human Services	Low	Closed	TTR Missed: No	0.54
INC000000511149	Mindy Sneddon	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000511153	Karen Grenz	Application	Password	DB2 Query Management Facility		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000511170	Kehlie Gomez	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000511172	Kari Wright	None	None	None		TIR Missed: No	0.17
	Rural North Desktop Support	Neil Smedley	Human Services	Low	Closed	TTR Missed: No	0.17
INC000000511174	Laurie Vigil	None	None	PGP		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.17
INC000000511180	Suzanne O'Connell	None	None	Office of Recovery Services Infc		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.15
INC000000511193	Mark Perry	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	2.54
INC000000511194	Cynthia Aposhian	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000511205	Wendy Whiting	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000511212	Joy Overby	Print/Copy/Scan/Fax	Incident	None		TIR Missed: Yes	1.80
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	1.80
INC000000511219	Mary C Blackburn	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000511231	Stephanie Sinju	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000511251	Katy Larsen	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00

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INC000000511297	Judy Alice Harrington	Application	None	SAFE		TIR Missed: No	0.49
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.58
INC000000511310	Trish Jensen	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000511326	Don Noseworthy	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000511330	Joe Brusatto	None	None	Utah System for Tracking Eligibi		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000511333	Elaine Boren-Hess	Application	Password	PGP		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000511335	Cherilyn Webster	Application	Password	Utah Criminal Justice Informatio		TIR Missed: No	0.15
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.58
INC000000511336	Debra Dopp	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000511341	Julie Dastrup	Application	Error	None		TIR Missed: No	0.66
	Rural South Desktop Support	Ryan Bennett	Human Services	Low	Closed	TTR Missed: No	1.14
INC000000511375	Mary C Blackburn	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000511390	Anna Hernandez	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000511406	Brandi Duke	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000511415	Amelia Brewster	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000511439	Darwin Bundy	None	None	ZENworks for Desktops		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000511441	Lory Pond	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000511442	Karen C Andersen	None	None	None		TIR Missed: No	0.03
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	1.34
INC000000511444	Beverly Hart	Application	None	SAFE		TIR Missed: No	0.12
	Rural Central Desktop Support	Jeremy Standifird	Human Services	Low	Closed	TTR Missed: No	1.30
INC000000511489	Karen C Andersen	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed: No	0.00

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INC000000511491	Lisa Araujo	Application	Password	Citrix ICA Client	TIR Missed: No	0.46
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.46
INC000000511498	Lee Kampman	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Services	Low Closed	TTR Missed: No	0.00
INC000000511500	Cynthia Akins	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low Closed	TTR Missed: No	0.00
INC000000511503	Cynthia Akins	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low Closed	TTR Missed: No	0.00
INC000000511511	Lori Herbert	PC/Laptop	Error	None	TIR Missed: No	0.17
	Rural South Desktop Support	Lance Nay	Human Services	Low Closed	TTR Missed: No	0.17
INC000000511534	Lyra Woods	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.02
INC000000511545	Alan Tribble	None	None	None	TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Human Services	Low Closed	TTR Missed: No	0.00
INC000000511561	Ariel J Bitner	Application	Password	Utah Master Directory	TIR Missed: No	0.00
	Help Desk	James Stearns	Human Services	Low Closed	TTR Missed: No	0.00
INC000000511573	Shane Tayco	Application	Password	Utah Master Directory	TIR Missed: No	0.00
	Help Desk	James Stearns	Human Services	Low Closed	TTR Missed: No	0.00
INC000000511581	Geri Evans	Application	Reporting	ZENworks for Desktops	TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low Closed	TTR Missed: No	0.56
INC000000511587	Heather Rondorf	Application	Error	RSA SecurID Software Token	TIR Missed: No	0.02
	Metro B Desktop Support	Annice Valdez	Human Services	Low Closed	TTR Missed: No	0.15
INC000000511590	Bill Boyle	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	James Stearns	Human Services	Low Closed	TTR Missed: No	0.00
INC000000511601	Dan Barrett	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.00
INC000000511604	Angie Pinna	None	None	None	TIR Missed: No	0.00
	Metro B Desktop Support	Michael Barth	Human Services	Low Closed	TTR Missed: No	2.09
INC000000511606	Steve Wrigley	None	None	None	TIR Missed: No	0.00
	Metro B Desktop Support	Tyler Pearce	Human Services	Low Closed	TTR Missed: No	0.00
INC000000511608	Christopher Stock	Application	None	ZENworks for Desktops	TIR Missed: No	0.00
	Rural North Desktop Support	Ryan Casey	Human Services	Low Closed	TTR Missed: No	0.00
INC000000511610	Traci Lee	None	None	None	TIR Missed: No	0.00
	Metro B Desktop Support	Michael Barth	Human Services	Low Closed	TTR Missed: No	2.39

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INC000000511611	Charles Bentley	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000511618	Calleen Chivers	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000511635	Kym Wilson	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000511644	Jeanne Godfrey	None	None	Gmail		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000511661	Rebel Smith	Application	Password	DB2 Query Management Facility		TIR Missed: No	0.05
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.08
INC000000511663	Holly Reeves	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000511665	Guy Thompson	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000511669	Cole W Christensen	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000511673	Josette Harding	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000511677	Dan Brennan	Wireless Connectivity	None	None		TIR Missed: Yes	1.13
	Metro B Desktop Support	Anthony Booyse	Human Services	Low	Resolved	TTR Missed: No	1.35
INC000000511678	Josette Harding	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000511681	Karen Krommenhoek	None	None	Adobe Acrobat		TIR Missed: Yes	5.78
	Contracts	Laura Larsen	Human Services	Low	Closed	TTR Missed: Yes	6.93
INC000000511682	Lyra Woods	Application	None	PGP		TIR Missed: Yes	1.13
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Closed	TTR Missed: No	1.13
INC000000511684	Gaye A Holt	Application	None	Office of Recovery Services Infc		TIR Missed: No	0.44
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	0.76
INC000000511694	Keith Brown	None	None	None		TIR Missed: No	0.09
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.31
INC000000511705	Marci Day	PC/Laptop	Performance	None		TIR Missed: No	0.38
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed: No	5.74
INC000000511707	Debra Rogers	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00

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INC000000511748	Teresa Flores	Application	None	None		TIR Missed: No	0.39
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	1.74
INC000000511750	Amanda Hornsby	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000511751	Dawn Prince	PC/Laptop	Error	PGP		TIR Missed: No	0.69
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.72
INC000000511766	Sandra Gleed	Network	None	Novell eDirectory		TIR Missed: No	0.25
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.46
INC000000511777	Merilee Wendell	PC/Laptop	None	None		TIR Missed: No	0.09
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	1.47
INC000000511779	Lindsey Call	None	None	None		TIR Missed: No	0.49
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.76
INC000000511781	Teresa Trujillo	Application	Password	PGP		TIR Missed: No	0.48
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	3.20
INC000000511791	Kyle Garrett	Network	Error	Novell Client for 32-bit Windows		TIR Missed: Yes	1.06
	Rural South Desktop Support	Doug Thornton	Human Services	Low	Closed	TTR Missed: No	1.27
INC000000511798	Bryan Povey	Mobile Devices	None	None		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000511818	Livingstone Tauvao	Application	None	Action Request System		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000511845	Kristy Walker	None	None	None		TIR Missed: Yes	3.77
	Capitol Hosting	Curtis Parker	Human Services	Low	Closed	TTR Missed: Yes	6.02
INC000000511853	Jill V Bell	Application	Password	Citrix ICA Client		TIR Missed: No	0.41
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.45
INC000000511855	Justina Flesher	Application	None	Novell GroupWise		TIR Missed: Yes	1.01
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	1.12
INC000000511880	Nicci Niman	Application	None	None		TIR Missed: No	0.25
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.50
INC000000511894	Nicole Moore	PC/Laptop	Hardware	None		TIR Missed: No	0.12
	Rural South Desktop Support	Lane Adams	Human Services	Low	Closed	TTR Missed: No	0.12
INC000000511924	Jenifer Valdez	None	None	None		TIR Missed: Yes	3.36
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	3.36
INC000000511926	Tina Humphrey	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00

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INC000000511929	Keith Brown	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000511944	Lauren Judd	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000511950	Sandra Reed	None	None	None		TIR Missed: No	0.09
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	1.41
INC000000511953	James Loveless	Application	Password	Utah Master Directory		TIR Missed: No	0.25
	Help Desk	Eileen Dubach	Human Services	Low	Closed	TTR Missed: No	0.25
INC000000511954	Justina Flesher	None	None	None		TIR Missed: No	0.96
	Application Services	Martin Gonzalez	Human Services	Low	Resolved	TTR Missed: Yes	71.15
INC000000511958	Kay Layton	None	None	Content Manager		TIR Missed: No	0.12
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	1.38
INC000000511961	Heather Kline-Espinoza	None	None	Droid		TIR Missed: No	0.09
	Application Services	Dustin Crump	Human Services	Low	Closed	TTR Missed: No	0.81
INC000000511991	Kelli Tabarez	Application	Password	DB2 Query Management Facility		TIR Missed: No	0.10
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	2.24
INC000000511998	shirley rosser	None	None	Utah Master Directory		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000512004	Kenna Evans	None	None	PGP		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000512024	Armanda Dzafic	None	None	ZENworks for Desktops		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.03
INC000000512027	Janalee Burdette	None	None	SAFE		TIR Missed: No	0.00
	Rural Central Desktop Support	Troy Morris	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000512035	Lucas Dalton	Application	Error	PGP		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000512039	Vicky Turner	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	James Stearns	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000512057	Christina Weiss	Mobile Devices	Error	BlackBerry Configuration		TIR Missed: No	0.05
	Application Services	Dustin Crump	Human Services	Low	Closed	TTR Missed: No	0.16
INC000000512074	Janie Lopez	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	
INC000000512085	Stephanie Bezyack	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00

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INC000000512091	Bridget Romney Application Services	Application Tony Larsen	Error Human Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	0.46 0.46
INC000000512104	Teresa Fowers Rural North Desktop Support	Application Ruston McKay	Error Human Services	PGP Low	Closed	TIR Missed: No TTR Missed: No	0.00 5.43
INC000000512124	Adela Rubio Metro B Help Desk	Application Gary Graham	Password Human Services	Utah Criminal Justice Informatio Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000512137	Tonya Myrup Application Services	None Dustin Crump	None Human Services	Droid Low	Closed	TIR Missed: No TTR Missed: No	0.08 2.56
INC000000512183	Vickie Nelson Metro B Help Desk	Application Val Shepherd	None Human Services	Utah Master Directory Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000512208	Justina Flesher Metro B Help Desk	None Val Shepherd	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.08 0.00
INC000000512219	Rita Brooks Rural Central Desktop Support	PC/Laptop Robert Case	Error Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.66 0.66
INC000000512223	Frances Smith Metro B Help Desk	Network Val Shepherd	Error Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.32 0.32
INC000000512229	Stacie Pohahau Metro C Help Desk	Print/Copy/Scan/Fax Reed Stohel	Queue Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000512231	Justina Flesher Operations Production Control	None Cal Brinton	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.32 0.32
INC000000512248	Alease Guymon Metro B Help Desk	Mainframe Val Shepherd	Password Human Services	BlueZone Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000512253	Jeramie Rasmussen Help Desk	Application Julie VanBeekum	Password Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000512256	Megan Rasmussen Metro C Help Desk	Network Reed Stohel	Password Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000512263	Matthew Bezzant Metro B Help Desk	Network Val Shepherd	Password Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000512283	Kathy Bruner Rural Central Desktop Support	None Robert Case	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000512284	John S Larsen Rural Central Desktop Support	None Robert Case	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000512288	Michael Benedict Rural Central Desktop Support	None Robert Case	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00

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INC000000512291	Vicky Turner	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.18
	Metro B Desktop Support	Cindy Reed	Human Services	Low	Resolved	TTR Missed: No	0.21
INC000000512303	Sara Bodily	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000512332	Tonya Myrup	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000512341	Jackie Jackson	Telecom	Hardware	Telephone		TIR Missed: No	0.25
	Voice Operations	Romanza Hamblin Sorensen	Human Services	High	Closed	TTR Missed: No	0.35
INC000000512360	Richard Spencer	None	None	Cisco AnyConnect VPN Client		TIR Missed: No	0.07
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.23
INC000000512362	Cole W Christensen	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000512400	Kathleen Fife	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000512403	Tammy Petrowski	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000512410	Rodolfo Camacho	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000512417	Andrea Dinsdale	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.46
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	0.46
INC000000512421	Patrice Dozier	None	None	Office of Recovery Services Infoc		TIR Missed: No	0.72
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.72
INC000000512422	Shawna Cales	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000512426	Ellen Carle	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000512427	Suzanne Brittain	None	None	None		TIR Missed: No	0.65
	Application Support - EFIND	Anhkim Le	Human Services	Low	Closed	TTR Missed: No	0.65
INC000000512429	Teresa Fowers	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000512459	Nancy Faircloth	Network	Error	None		TIR Missed: No	0.30
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.30
INC000000512465	Martin Roundy	None	None	SAFE		TIR Missed: No	0.27
	Rural Central Desktop Support	Jeremy Standifird	Human Services	Low	Closed	TTR Missed: No	4.33

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INC000000512466	Charlyn Child	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000512480	Tracy Wiggill	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.03
INC000000512485	Linda Baggs	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000512510	Katrina Barney	Application	Reporting	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000512521	Fololini Havea	None	None	None		TIR Missed: No	0.00
	Metro B Hosting	Paul Seager	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000512545	Christine G Nguyen	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000512550	Becky Martinez	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	James Stearns	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000512556	Vicky Wallace	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000512558	Stephanie Bezyack	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000512569	Joan Charter	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000512573	Terri Sawyer	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000512577	Jennifer Stahle	Network	Incident	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000512581	Kristie M VanWagoner	Network	Incident	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000512587	Kim Turner	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000512588	Gayla Reinhardt	Network	Incident	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000512596	Scott Abeyta	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	0.31
INC000000512603	Steve Jay	None	None	RSA SecurID Software Token		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.08

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Human Services

INC000000512604	Christine Nguyen	None	None	None		TIR Missed: No	0.64
	Application Services	Terry Forsgren	Human Services	Low	Closed	TTR Missed: No	0.74
INC000000512613	Lisa Shook	Application	None	None		TIR Missed: No	0.15
	Rural South Desktop Support	Lane Adams	Human Services	Low	Closed	TTR Missed: No	0.15
INC000000512614	Richard Spencer	Application	Error	None		TIR Missed: No	0.09
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	1.20
INC000000512615	Gretchen Howell	Telecom	Dial Tone	Telephone		TIR Missed: No	0.12
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Closed	TTR Missed: No	1.10
INC000000512634	Daniel Nuttall	None	None	PGP		TIR Missed: No	0.30
	Rural North Desktop Support	Ryan Casey	Human Services	Low	Closed	TTR Missed: No	0.30
INC000000512659	Susan Martell	None	None	None		TIR Missed: No	0.32
	Metro B Desktop Support	Michael Barth	Human Services	Low	Closed	TTR Missed: No	0.73
INC000000512672	Pam Poulson	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000512704	Dorothy Maw	None	None	Microsoft Windows 7		TIR Missed: No	0.21
	Metro B Desktop Support	Michael Barth	Human Services	Low	Closed	TTR Missed: No	0.58
INC000000512705	Vicky Turner	Application	Error	Utah Cares		TIR Missed: No	0.36
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.44
INC000000512710	Martin Roundy	None	None	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.68
INC000000512712	Rebecca Collier	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000512715	Lory Pond	EIS Hardware	None	None		TIR Missed: No	0.25
	Strategic Communications	Luis Larios	Human Services	Low	Closed	TTR Missed: No	3.41
INC000000512771	Judy Rose	Application	Password	Utah System for Tracking Eligibi		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000512823	Julie Carlile	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000512827	Theyvena Sanders	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000512834	Amy Sivertsen	Application	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Human Services	Low	Closed	TTR Missed: No	5.82
INC000000512835	Mark Scott	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00

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INC000000512836	Margaret Farrington	Application	None	Internet Explorer		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.61
INC000000512849	Patrice Dozier	None	None	PGP		TIR Missed: No	0.00
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	0.98
INC000000512865	Mindy Sneddon	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000512876	Christopher Stock	None	None	SAFE		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low	Closed	TTR Missed: No	
INC000000512884	Casey Christopherson	PC/Laptop	None	None		TIR Missed: No	0.53
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed: No	0.53
INC000000512913	Nickie Stocks	Application	Reporting	SAFE		TIR Missed: No	0.20
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.22
INC000000512933	Sandy Baxter	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.28
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No	0.29
INC000000512942	Brian D Nelson	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000512949	Margaret Farrington	None	None	None		TIR Missed: Yes	1.64
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	1.64
INC000000512953	Victoria A. Peterson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000512978	Toni V Wardle	Application	Error	SAFE		TIR Missed: No	0.99
	Metro B Desktop Support	Anthony Booyse	Human Services	Low	Closed	TTR Missed: No	1.74
INC000000512984	Karie Huntley	None	None	ZENworks for Desktops		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.55
INC000000512994	Diana Fuchs	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000512997	Kevin Whipple	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000513005	Karla Kallas	Application	Error	Content Manager		TIR Missed: Yes	2.64
	ORS Content Manager	Hoang Ha	Human Services	Low	Closed	TTR Missed: No	2.64
INC000000513006	Linda Manning	None	None	Utah Criminal Justice Informatio		TIR Missed: No	0.41
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.46
INC000000513017	Stephanie Rentmeister	Telecom	Voice Mail	Telephone		TIR Missed: No	0.13
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Closed	TTR Missed: No	2.10

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INC000000513020	Debra Dopp Operations Production Control	Mainframe Cal Brinton	Password Human Services	BlueZone Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000513030	Karin A Armstrong Rural Central Desktop Support	Application Jeremy Standifird	Error Human Services	ZENworks for Desktops Low	Closed	TIR Missed: No TTR Missed: No	0.00 4.94
INC000000513035	Jeanne McNeil Rural Central Desktop Support	None Paul Petersen	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 1.95
INC000000513036	Heather Casutt Help Desk	Print/Copy/Scan/Fax Brenda Treadway	Queue Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000513040	Sarah Wilcox Metro C Help Desk	Network Ross Owen	Password Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000513045	Sherina Saasa Help Desk	Application Brenda Treadway	Password Human Services	Utah Master Directory Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000513054	Deborah Wilbur Metro C Help Desk	None Ross Owen	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000513056	Margaret Farrington Metro B Desktop Support	None Annice Valdez	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.22 1.07
INC000000513082	Amy Buehler Application Services	None Paul Lundell	None Human Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	0.14 0.41
INC000000513085	Amber Williams Metro C Help Desk	Network Ross Owen	Password Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000513086	Sherina Saasa Metro B Help Desk	Application Gary Graham	Error Human Services	Employee Gateway Low	Closed	TIR Missed: No TTR Missed: No	0.15 0.15
INC000000513088	Rusty Hendrickson Rural Central Desktop Support	None Ron LeBaron	None Human Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	3.10 3.10
INC000000513133	Taylor Stark Metro B Help Desk	Print/Copy/Scan/Fax Val Shepherd	Queue Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000513139	Vicky Turner Metro B Hosting	Application James Gramse	Error Human Services	Microsoft Word Low	Closed	TIR Missed: No TTR Missed: No	0.27 0.95
INC000000513171	Brenda Barrus Metro B Help Desk	Application Val Shepherd	None Human Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.05 0.08
INC000000513173	Darwin Bundy Metro B Desktop Support	Application Anthony Booyse	None Human Services	ZENworks for Desktops Low	Closed	TIR Missed: No TTR Missed: No	0.08 1.08
INC000000513181	Mary Hoffman Metro B Help Desk	Network Val Shepherd	Incident Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00

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INC000000513185	Malinda Allred	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	0.14
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	1.64
INC000000513197	Rob Ross	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.28
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.69
INC000000513215	Lindy Cobb	Application	Password	State Payroll Time Entry System		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000513221	Bonnie Keough	PC/Laptop	Error	None		TIR Missed: No	0.62
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	1.74
INC000000513242	Geniel Evenson	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000513258	Ray Winger	PC/Laptop	Hardware	None		TIR Missed: No	0.07
	Metro B Desktop Support	Peter Musser	Human Services	Low	Closed	TTR Missed: No	2.03
INC000000513260	Taylor Stark	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000513272	Barbara Boswell	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Dane Smith	Human Services	Low	Closed	TTR Missed: No	0.05
INC000000513279	Tamra Parko	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000513282	Chuck Berglund	Network	None	None		TIR Missed: No	0.17
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.17
INC000000513291	Janalee Burdette	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000513303	Kelly R Anderson	None	None	None		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000513324	Destry Maycock	Application	Error	ZENworks for Desktops		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000513327	Kelly R Anderson	Application	Error	Remedy Service Request Mana		TIR Missed: No	0.15
	Help Desk	Dawn Wayment	Human Services	Low	Closed	TTR Missed: No	0.21
INC000000513339	Donelle Clements	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000513342	Kathy Butt	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000513359	Heather Casutt	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	0.00

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INC000000513360	Analisa Butterfield	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000513363	Luanne Endres	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000513364	Todd Otanez	None	None	ZENworks for Desktops		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000513369	Darcy Anderson	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Neil Smedley	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000513375	Lynda Thoreson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000513376	Luanne Endres	None	None	None		TIR Missed: No	0.11
	Rural South Desktop Support	Ryan Bennett	Human Services	Low	Closed	TTR Missed: No	0.12
INC000000513386	Annette Babisz	Application	None	Novell GroupWise		TIR Missed: No	0.43
	Metro B Help Desk	Val Shepherd	Human Services	Medium	Closed	TTR Missed: No	0.73
INC000000513387	Dan Brennan	None	None	None		TIR Missed: No	0.42
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.74
INC000000513388	Mary Burgener	Application	Password	Utah Criminal Justice Informatio		TIR Missed: No	0.38
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.38
INC000000513394	Shauna Iverson	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000513439	Alicia Norris	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Troy Morris	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000513481	Susan Hardinger	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000513493	Don Rosenbaum	Application	Password	ZENworks for Desktops		TIR Missed: No	0.10
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	0.83
INC000000513535	Kathryn Togle-Anderson	Application	Password	None		TIR Missed: No	0.22
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.55
INC000000513539	jill hill	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000513542	jill hill	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: Yes	6.50
INC000000513544	Shenille Stewart	None	None	RSA SecurID Software Token		TIR Missed: No	0.69
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.69

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INC000000513552	Bambi Koeller	Application	Password	Novell GroupWise	TIR Missed: No	0.65
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.73
INC000000513564	April Hardman	None	None	ZENworks for Desktops	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low Closed	TTR Missed: No	0.00
INC000000513574	Ceci Castillo	None	None	Medicaid Managed Information :	TIR Missed: No	0.09
	Application Support - MMIS	Steven Hegji	Human Services	Low Closed	TTR Missed: Yes	55.71
INC000000513581	Danielle Owens	None	None	ZENworks for Desktops	TIR Missed: Yes	1.24
	Rural Central Desktop Support	John Donaldson	Human Services	Medium Closed	TTR Missed: No	
INC000000513581	Danielle Owens	None	None	ZENworks for Desktops	TIR Missed: No	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Medium Closed	TTR Missed: No	
INC000000513587	Barbara Vargas	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low Closed	TTR Missed: No	0.00
INC000000513596	Kathryn Tokle-Anderson	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000513604	Jody Eby	Application	None	Novell GroupWise	TIR Missed: No	0.63
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.70
INC000000513605	Dan Brennan	Application	Password	PGP	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.71
INC000000513611	Alyssa Tenney	None	None	None	TIR Missed: No	0.92
	Rural Central Desktop Support	John Donaldson	Human Services	Medium Closed	TTR Missed: No	0.92
INC000000513615	Jeanne Finefeuiaki	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low Closed	TTR Missed: No	0.00
INC000000513619	Tyler Petersen	Application	None	SAFE	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000513626	Nancy Gould	Application	Error	ZENworks for Desktops	TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Human Services	Low Closed	TTR Missed: No	2.37
INC000000513628	Lynn Parkin	PC/Laptop	None	None	TIR Missed: No	0.09
	Metro B Desktop Support	Annice Valdez	Human Services	Low Closed	TTR Missed: No	0.13
INC000000513639	Rosan Radford	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000513661	Edith Martinez	None	None	Adobe Acrobat	TIR Missed: No	0.20
	Metro B Desktop Support	Annice Valdez	Human Services	Low Closed	TTR Missed: No	0.22
INC000000513673	Tina Myers	Application	Error	Microsoft Access	TIR Missed: No	0.06
	Metro B Hosting	James Gramse	Human Services	Low Closed	TTR Missed: No	4.81

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INC000000513680	Cathy Davis	PC/Laptop	Error	Microsoft Windows XP Professic	TIR Missed: No	0.03
	Metro B Desktop Support	Sean Chadbourne	Human Services	Low Closed	TTR Missed: No	0.03
INC000000513688	Joe Torres	None	None	Adobe Connect	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low Closed	TTR Missed: No	0.00
INC000000513698	Kristen Soto	Network	None	None	TIR Missed: No	0.23
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.38
INC000000513701	Lillian Dopp	Application	Error	SAFE	TIR Missed: No	0.35
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.44
INC000000513703	Angie Chavez	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.07
INC000000513710	Terri Ruesch	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.00
INC000000513718	David Solum	Application	None	None	TIR Missed: Yes	15.30
	Capitol Hosting	Matt Dunlap	Human Services	Low Closed	TTR Missed: Yes	41.51
INC000000513728	Denise Chandler	Network	Error	Cisco Network Assistant	TIR Missed: No	0.26
	Metro A Desktop Support	Mike Beynon	Human Services	Low Closed	TTR Missed: No	0.26
INC000000513735	Jumpol Jatura	Application	None	ZENworks for Desktops	TIR Missed: No	0.07
	Metro B Desktop Support	Peter Musser	Human Services	Low Closed	TTR Missed: No	0.44
INC000000513738	Joann Murphy	None	None	BlueZone	TIR Missed: No	0.07
	Metro B Desktop Support	Annice Valdez	Human Services	Low Closed	TTR Missed: No	1.16
INC000000513747	Albert Phipps	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low Closed	TTR Missed: No	0.00
INC000000513751	Penny Weiss	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low Closed	TTR Missed: No	0.00
INC000000513758	Danielle White	None	None	PGP	TIR Missed: No	0.00
	Metro B Desktop Support	Annice Valdez	Human Services	Low Closed	TTR Missed: No	0.77
INC000000513766	Chris Pacheco	Application	Reporting	Novell GroupWise	TIR Missed: No	0.11
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.11
INC000000513768	Heather Casutt	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Human Services	Low Closed	TTR Missed: No	0.00
INC000000513774	Jumpol Jatura	None	None	None	TIR Missed: No	0.00
	Metro B Desktop Support	Peter Musser	Human Services	Low Closed	TTR Missed: No	0.00
INC000000513828	Wendy Ludlow	None	None	None	TIR Missed: Yes	1.97
	Metro B Hosting	James Gramse	Human Services	Low Closed	TTR Missed: No	1.97

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INC000000513851	Chandler Menteer	None	None	None		TIR Missed: No	0.11
	Metro B Desktop Support	Cindy Reed	Human Services	Low	Closed	TTR Missed: Yes	8.25
INC000000513863	Mike Derbidge	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000513865	Bart Mason	Application	None	Active Directory		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000513870	Ivana Meandzija	Application	None	Contract Approval Payment Sys		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000513875	Allyson Dopp	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.04
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	0.48
INC000000513893	Nicole Nielsen	Telecom	Coverage Path	Telephone		TIR Missed: No	0.38
	Voice Operations	Leon Owen	Human Services	Low	Closed	TTR Missed: No	0.38
INC000000513943	Arlene Thomason	None	None	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.04
INC000000513965	Nancy Staker	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	
INC000000513982	Pat Montanez	None	None	Adobe Acrobat		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	
INC000000514011	Sharon Curiel	Application	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000514019	Manny Rodriguez	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000514042	Aubrey Myers	Application	Error	Microsoft Office		TIR Missed: Yes	3.73
	Rural North Desktop Support	Lori Hartzell	Human Services	Low	Closed	TTR Missed: No	3.73
INC000000514079	Rosan Radford	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000514081	Tamara Larry	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	3.50
INC000000514084	Laurie Vigil	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000514092	Joe Torres	Application	Password	DB2 Query Management Facilit		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000514096	Kelli Tabarez	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00

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INC000000514100	Donelle Clements	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000514103	Preston Freitas	Application	Password	DB2 Query Management Facility		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000514105	Sheryl St Clair	Application	Error	ZENworks for Desktops		TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Human Services	Low	Closed	TTR Missed: No	3.23
INC000000514136	Becky Dalby	Telecom	Voice Mail	Telephone		TIR Missed: No	0.18
	Voice Operations	Gail Christiansen	Human Services	Low	Closed	TTR Missed: No	0.18
INC000000514148	Jared Stafford	Network	Error	None		TIR Missed: No	0.37
	Metro B Hosting	James Gramse	Human Services	Low	Closed	TTR Missed: No	0.54
INC000000514162	Justina Flesher	None	None	None		TIR Missed: No	0.08
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.71
INC000000514164	Julie Elder	Application	None	Internet Explorer		TIR Missed: No	0.26
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	0.26
INC000000514166	Reba Nissen	PC/Laptop	Error	None		TIR Missed: No	0.06
	Rural North Desktop Support	Lori Hartzell	Human Services	Low	Resolved	TTR Missed: No	0.73
INC000000514204	Amy Tafoya	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ryan Casey	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000514214	Erin H Stephens	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000514225	Dan Brennan	Application	Error	Novell GroupWise		TIR Missed: No	0.40
	Metro B Desktop Support	Peter Musser	Human Services	Low	Closed	TTR Missed: No	0.84
INC000000514241	Mandy Caswell	Application	Password	Citrix ICA Client		TIR Missed: No	0.10
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.12
INC000000514263	Shamayne Russell	Telecom	Feature	Telephone		TIR Missed: No	0.18
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Closed	TTR Missed: No	0.18
INC000000514266	Lisa Lewis	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000514271	william ika	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000514279	Dirk Murdock	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Ken Bolkcom	Human Services	Low	Closed	TTR Missed: No	
INC000000514282	Nancy Perez	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Ken Bolkcom	Human Services	Low	Closed	TTR Missed: No	

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INC000000514285	Lana Kopecky Metro B Desktop Support	None Ken Bolkcom	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000514286	Jamie Wuthrich Metro B Desktop Support	None Ken Bolkcom	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000514299	Toni V Wardle Help Desk	Application Vicky Marrelli	Password Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000514303	Dixie Yoder Metro B Help Desk	None Gary Graham	None Human Services	Citrix Installation Manager Low	Closed	TIR Missed: No TTR Missed: No	0.14 0.14
INC000000514308	Peter Heinbecker Metro C Help Desk	Application Ross Owen	Error Human Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	0.58 0.58
INC000000514348	Casey Christopherson Rural Central Desktop Support	PC/Laptop Paul Petersen	Performance Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000514362	Cheryl Borgan Metro B Help Desk	None Val Shepherd	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000514385	Barbara Vargas Voice Operations	Telecom Julie Sabato	Feature Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000514387	Gale Smith Help Desk	None James Stearns	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000514393	Coby Drake Metro B Help Desk	Application Val Shepherd	Reporting Human Services	RSA SecurID Software Token Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000514396	Kevin Kilburn Metro B Help Desk	Application Val Shepherd	Password Human Services	RSA SecurID Software Token Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000514397	Tom Medina Metro B Help Desk	Print/Copy/Scan/Fax Val Shepherd	Queue Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000514420	Judy Sanders Metro C Help Desk	Network Reed Stohel	Password Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000514436	Bonnie Keough Help Desk	Application Vicky Marrelli	Password Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000514446	Janet Culpepper Help Desk	Network James Stearns	Password Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000514449	Paula K Douglass Metro B Help Desk	None Gary Graham	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000514462	Saori Phouthavongsay Metro B Help Desk	Network Gary Graham	Password Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00

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INC000000514463	Heather Holbrook	PC/Laptop	None	None		TIR Missed: No	0.51
	Metro B Desktop Support	Jay Locker	Human Services	Low	Closed	TTR Missed: No	2.05
INC000000514469	Dan Chatterton	Application	Password	PGP		TIR Missed: No	0.00
	Help Desk	James Stearns	Human Services	Low	Closed	TTR Missed: No	0.09
INC000000514472	Bonnie Keough	Application	Password	Citrix ICA Client		TIR Missed: No	0.04
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.05
INC000000514488	Judy Hafen	None	None	Content Manager		TIR Missed: Yes	1.64
	ORS Content Manager	Dan Barrett	Human Services	Low	Closed	TTR Missed: No	1.64
INC000000514493	Mel Castillo	None	None	None		TIR Missed: No	0.10
	Metro B Desktop Support	Jay Locker	Human Services	Low	Closed	TTR Missed: No	2.29
INC000000514496	Alease Guymon	None	None	None		TIR Missed: No	0.46
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	1.24
INC000000514497	Edith Martinez	None	None	Adobe Connect		TIR Missed: No	0.16
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: Yes	9.71
INC000000514502	Traci Lee	None	None	PGP		TIR Missed: No	0.44
	Metro B Desktop Support	Cindy Reed	Human Services	Low	Closed	TTR Missed: No	1.63
INC000000514514	Penny Rice	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000514520	Valerie Lowery	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000514541	Charri Brummer	Mobile Devices	Error	BlackBerry Configuration		TIR Missed: No	0.45
	Help Desk	Eileen Dubach	Human Services	Low	Closed	TTR Missed: No	0.45
INC000000514543	Susannah Holden	Application	Password	Citrix ICA Client		TIR Missed: No	0.45
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.49
INC000000514554	Cindy Brock	Network	Password	None		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000514558	Dorothy Maw	None	None	None		TIR Missed: No	0.59
	Metro B Desktop Support	Cindy Reed	Human Services	Low	Closed	TTR Missed: No	1.27
INC000000514561	Kathy Toro	Network	Incident	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000514565	jamie johnson	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000514570	Stacey Torres	Application	Password	DB2 Query Management Facility		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.06

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INC000000514578	Lisa Aragon	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000514579	Trisha Glenn	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Tyler Pearce	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000514590	Sandra Reyes	None	None	None		TIR Missed: No	0.12
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No	0.16
INC000000514593	Becky Crosby	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000514595	Sara Moon	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000514599	Margaret Farrington	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	0.17
INC000000514600	Elaine Ferris	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000514601	Raitos Archuleta	Telecom	None	Telephone		TIR Missed: No	0.29
	Voice Operations	Leon Owen	Human Services	Medium	Closed	TTR Missed: No	1.31
INC000000514603	Paul Cloward	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000514604	Don Moss	None	None	None		TIR Missed: No	0.37
	Metro B Desktop Support	Sean Chadbourne	Human Services	Low	Closed	TTR Missed: No	0.37
INC000000514607	Alan K Misbach	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000514625	Rick Wright	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000514633	Sara Moon	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Human Services	Low	Closed	TTR Missed: No	0.08
INC000000514643	Sara Moon	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.08
INC000000514644	Sharla Bayles	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000514656	Julie Fisher	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Tyler Pearce	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000514661	Angela Ward	Application	Error	Novell GroupWise		TIR Missed: No	0.25
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.26

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INC000000514667	Heidi Hansen Metro B Help Desk	Network Gary Graham	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No Closed TTR Missed: No	0.00 0.00
INC000000514675	Teresa Gray Metro B Help Desk	None Gary Graham	None Human Services	None Low	TIR Missed: No Closed TTR Missed: No	0.00 1.09
INC000000514708	Lillian Dopp Help Desk	Network Julie VanBeekum	None Human Services	None Low	TIR Missed: No Closed TTR Missed: No	0.00 0.00
INC000000514712	Natalie Sheppard Help Desk	Application Julie VanBeekum	Password Human Services	Utah Master Directory Low	TIR Missed: No Closed TTR Missed: No	0.23 0.25
INC000000514717	Sherranda Garzarelli Help Desk	Application Julie VanBeekum	None Human Services	Novell GroupWise Low	TIR Missed: No Closed TTR Missed: No	0.00 0.00
INC000000514726	Nathan Winters Metro B Desktop Support	None Peter Musser	None Human Services	None Low	TIR Missed: No Closed TTR Missed: No	0.00 0.00
INC000000514729	Mary C Blackburn Metro B Desktop Support	None Peter Musser	None Human Services	None Low	TIR Missed: No Closed TTR Missed: No	0.00 0.00
INC000000514735	Jilene Gunther Metro B Help Desk	Application Janet Hongsyvilay	None Human Services	Microsoft Office Professional 20 Low	TIR Missed: No Closed TTR Missed: No	0.04 0.31
INC000000514741	Annette Babisz Metro B Desktop Support	None Ken Bolkcom	None Human Services	None High	TIR Missed: No Closed TTR Missed: No	0.07 0.56
INC000000514746	Janell Pugh Metro B Help Desk	Application Val Shepherd	Reporting Human Services	Novell GroupWise Low	TIR Missed: Yes Closed TTR Missed: No	1.23 1.23
INC000000514757	Lori Giovannoni Application Services	Application Martin Gonzalez	Error Human Services	Gmail Low	TIR Missed: No Closed TTR Missed: No	0.27 0.50
INC000000514808	Christina Hennefer Metro B Desktop Support	Application Ken Bolkcom	Error Human Services	Symantec AntiVirus Low	TIR Missed: No Closed TTR Missed: No	0.09 2.03
INC000000514820	Ed Fasy Rural Central Desktop Support	Application Troy Morris	None Human Services	Employee Gateway Low	TIR Missed: Yes Closed TTR Missed: No	1.46 1.51
INC000000514834	Katelyn Hare Voice Operations	Telecom Romanza Hamblin Sorensen	Dial Tone Human Services	Telephone Low	TIR Missed: No Resolved TTR Missed: No	0.50 0.73
INC000000514843	Trisha Glenn Metro B Desktop Support	None Jay Locker	None Human Services	None Low	TIR Missed: No Closed TTR Missed: No	0.20 0.76
INC000000514857	Rick Wright Help Desk	Application Vicky Marrelli	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No Closed TTR Missed: No	0.00 0.00
INC000000514867	Rick Wright Application Services	Mobile Devices Dustin Crump	Error Human Services	Droid Low	TIR Missed: No Closed TTR Missed: No	0.03 0.10

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INC000000514872	Jolene Dalley-Waters	PC/Laptop	Error	None		TIR Missed: No	0.12
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.64
INC000000514873	Trisha Glenn	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Jay Locker	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000514879	angela guzman	None	None	None		TIR Missed: No	0.00
	Metro B Hosting	Justin Rasmussen	Human Services	Low	Closed	TTR Missed: No	0.01
INC000000514881	Jeff Kindall	None	None	None		TIR Missed: No	0.13
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	2.02
INC000000514893	Jill R Ashtawy	None	None	None		TIR Missed: No	0.00
	Metro B Hosting	Justin Rasmussen	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000514900	Michelle Perez	None	None	None		TIR Missed: No	0.00
	Metro B Hosting	Justin Rasmussen	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000514918	Cindy Tincher	None	None	None		TIR Missed: No	0.00
	Metro B Hosting	Justin Rasmussen	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000514929	James Larson	None	None	None		TIR Missed: No	0.00
	Metro B Hosting	Justin Rasmussen	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000514937	Melissa Mayoh	None	None	None		TIR Missed: No	0.00
	Metro B Hosting	Justin Rasmussen	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000514942	Cindy Evans	None	None	None		TIR Missed: No	0.31
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.33
INC000000514956	Keri Allen	Application	None	Employee Gateway		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000514957	Gary Howarth	Application	Password	DB2 Query Management Facility		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000514972	Allen Randall	Application	Password	DB2 Query Management Facility		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000514986	Karin Raso	Application	Password	RSA SecurID Software Token		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000514987	Cristy Davis	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	0.20
INC000000514994	Kris Wisdom	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	
INC000000515002	Patty Miller	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Michael Barth	Human Services	Low	Closed	TTR Missed: No	1.28

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INC000000515003	Lori Hills	Application	None	PGP		TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Human Services	Low	Closed	TTR Missed: No	0.00	
INC000000515005	Michael Styles	Application	Password	Utah Performance Management		TIR Missed: No	0.00
Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed: No	0.00	
INC000000515014	Steve Elam	Application	None	Novell GroupWise 32-bit Windows		TIR Missed: Yes	4.54
Application Services	Tony Larsen	Human Services	Low	Resolved	TTR Missed: No	4.55	
INC000000515023	Douglas Call	Network	Incident	None		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00	
INC000000515034	Cristy Davis	Application	Password	PGP		TIR Missed: No	0.00
Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed: No	0.00	
INC000000515038	Melinda Tippetts	Application	None	PGP		TIR Missed: No	0.36
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	1.74	
INC000000515048	John Lambert	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00	
INC000000515052	Maria Ponce	Network	Performance	None		TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Human Services	Low	Closed	TTR Missed: No	0.00	
INC000000515057	Jennifer Stahle	Application	Password	Utah Master Directory		TIR Missed: No	0.18
Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed: No	0.18	
INC000000515062	Shellene West	Application	Password	PGP		TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	0.00	
INC000000515086	Garrett Watkins	None	None	None		TIR Missed: No	0.06
Metro B Desktop Support	Michael Barth	Human Services	Low	Closed	TTR Missed: No	0.64	
INC000000515093	Wendy Ludlow	None	None	None		TIR Missed: No	0.48
Metro B Hosting	Paul Seager	Human Services	Low	Closed	TTR Missed: No	0.48	
INC000000515099	Sara Visser	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.71
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.89	
INC000000515103	Aimee N Duvall	Network	Performance	None		TIR Missed: No	0.89
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.90	
INC000000515109	Jason Kemble	Application	Error	PGP		TIR Missed: Yes	1.03
Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No	2.43	
INC000000515111	Kassie Hart	None	None	None		TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00	
INC000000515118	Rick Wright	Network	Performance	None		TIR Missed: No	0.79
Metro B Desktop Support	Anthony Booyse	Human Services	Low	Closed	TTR Missed: No	1.00	

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INC000000515125	Christy M Wixom	Telecom	CrossTalk/Noise/Static	Telephone		TIR Missed: No	0.09
	Voice/Data/WAN Services	Greg Blessing	Human Services	Low	Closed	TTR Missed: No	0.30
INC000000515134	John Marsh	Telecom	Dial Tone	Telephone		TIR Missed: No	0.38
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Closed	TTR Missed: No	0.76
INC000000515165	Jamie Babbel	Network	None	None		TIR Missed: No	0.53
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.55
INC000000515175	Lisa L Hamilton	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Lori Hartzell	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000515177	Zachary W Gillespie	Application	Password	State Payroll Time Entry System		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000515183	Janis Widdison	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Lori Hartzell	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000515189	Debbi Orwin	None	None	Utah Criminal Justice Information		TIR Missed: No	0.22
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.31
INC000000515199	Marcus Litchfield	Network	Performance	None		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000515200	Dan Brennan	Application	None	None		TIR Missed: No	0.24
	Metro B Desktop Support	Michael Barth	Human Services	Low	Closed	TTR Missed: No	4.66
INC000000515203	Marcie Valenzuela	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.10
INC000000515212	Don Moss	Application	Error	None		TIR Missed: No	0.21
	Network Operations	Dave Bodily	Human Services	Low	Closed	TTR Missed: No	0.25
INC000000515225	Ray Winger	None	None	None		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000515235	Barnel Fail	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000515236	Rick Wright	None	None	None		TIR Missed: No	0.01
	Metro B Desktop Support	Bill Crowther	Human Services	Low	Closed	TTR Missed: No	1.33
INC000000515239	Katherine Ruefenacht	Network	Performance	None		TIR Missed: No	0.19
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.37
INC000000515241	Ronald Tollefson	Application	Error	Utah System for Tracking Eligibility		TIR Missed: No	0.00
	Rural Central Desktop Support	Jay Barfuss	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000515244	Suzanne West	Mobile Devices	Error	Droid		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	0.00

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INC000000515249	Jill McAfee	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Jay Locker	Human Services	Low	Closed	TTR Missed: No	0.17
INC000000515255	Julie Fisher	None	None	Adobe Acrobat		TIR Missed: No	0.22
	Metro B Desktop Support	Anthony Booyse	Human Services	Low	Closed	TTR Missed: No	2.12
INC000000515261	Doreen Morgan	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000515262	Mary Wilder	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000515264	Ken Matheson	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Annicke Valdez	Human Services	Low	Closed	TTR Missed: No	0.04
INC000000515266	Justina Flesher	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Annicke Valdez	Human Services	Low	Closed	TTR Missed: No	0.04
INC000000515269	Mary Wilder	Application	Error	None		TIR Missed: No	0.05
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.12
INC000000515279	Vickie Long	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed: No	2.86
INC000000515282	Linda Manning	Application	Password	Utah Criminal Justice Informatio		TIR Missed: No	0.26
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.30
INC000000515302	Alisha Martinez	Application	Password	PGP		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000515315	Vanessa Amburgey	Application	Error	None		TIR Missed: Yes	1.57
	Metro B Desktop Support	Sean Chadbourne	Human Services	Low	Closed	TTR Missed: No	1.67
INC000000515329	Bruce Taylor	None	None	None		TIR Missed: Yes	1.68
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	1.68
INC000000515334	Lory Pond	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000515352	Christy Van Buskirk	None	None	None		TIR Missed: No	0.18
	Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed: No	0.18
INC000000515357	Ray Winger	Application	Reporting	Novell GroupWise		TIR Missed: No	0.26
	Application Services	Tony Larsen	Human Services	Low	Closed	TTR Missed: No	1.13
INC000000515363	Theo Judson	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000515366	Matthew Froelich	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Closed	TTR Missed: No	0.05

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INC000000515388	Jody Eby	Application	None	Novell GroupWise	TIR Missed: No	0.29
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.33
INC000000515391	Kyle Goudie	Telecom	Hardware	None	TIR Missed: No	0.06
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Low Resolved	TTR Missed: No	0.10
INC000000515398	Cindy Draper	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low Closed	TTR Missed: No	0.00
INC000000515412	Charlene Nelson	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low Closed	TTR Missed: No	0.00
INC000000515414	Fred Butterfield	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low Closed	TTR Missed: No	0.00
INC000000515418	Charlene Nelson	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low Closed	TTR Missed: No	0.00
INC000000515419	Rose Arrive	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low Closed	TTR Missed: No	0.00
INC000000515433	Lesa Willhard	None	None	RSA SecurID Software Token	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.16
INC000000515436	Lillian Dopp	Application	Password	Novell GroupWise	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low Closed	TTR Missed: No	0.00
INC000000515462	Justina Flesher	None	None	None	TIR Missed: No	0.13
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.34
INC000000515467	Lori Hills	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.10
	Security	Sharon Smith	Human Services	Low Closed	TTR Missed: No	1.87
INC000000515479	Beth Harrop	None	None	Utah Cares	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.00
INC000000515480	Toshiko Barnes	Application	Password	PGP	TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Services	Low Closed	TTR Missed: No	0.00
INC000000515497	Brooks Burr	None	None	None	TIR Missed: No	0.24
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	2.40
INC000000515504	Sherilyn Kent	Telecom	Voice Mail	Telephone	TIR Missed: No	0.06
	Voice Operations	Julie Sabato	Human Services	Low Closed	TTR Missed: No	0.18
INC000000515511	Janis Widdison	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.07
INC000000515512	Jessica Gallegos	Application	Password	Utah Criminal Justice Informatio	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.00

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INC000000515537	Raigan Steele	Network	Performance	None		TIR Missed: Yes	1.87
	Metro B Desktop Support	Bill Crowther	Human Services	Low	Closed	TTR Missed: No	1.99
INC000000515542	Notah Tahy	PC/Laptop	Password	None		TIR Missed: Yes	1.79
	Rural South Desktop Support	Meladye Shively	Human Services	Low	Closed	TTR Missed: No	2.41
INC000000515548	Chris Wride	None	None	RSA SecurID Software Token		TIR Missed: No	0.79
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.89
INC000000515551	Susan Musser	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000515573	Iris M Gomez	Application	Error	ZENworks for Desktops		TIR Missed: No	0.26
	Metro A Desktop Support	Mike Beynon	Human Services	Low	Closed	TTR Missed: No	0.26
INC000000515578	Christie R Olsen	Application	Password	Citrix ICA Client		TIR Missed: No	1.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	1.03
INC000000515608	Lori Herbert	Application	None	Content Manager		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.17
INC000000515636	Vicky Turner	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.07
	Metro B Desktop Support	Jay Locker	Human Services	Low	Closed	TTR Missed: No	0.47
INC000000515647	Nicholas Fawcett	Application	None	None		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000515652	Armanda Dzafic	Application	None	PGP		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000515654	Morgan Earley	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000515658	Lynn Sanderson	PC/Laptop	Error	None		TIR Missed: No	0.20
	Metro B Desktop Support	Jay Locker	Human Services	Low	Closed	TTR Missed: No	0.20
INC000000515660	Chris Wride	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000515664	Chris Pacheco	Network	Incident	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000515666	Vickie Long	PC/Laptop	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed: No	0.43
INC000000515670	Karen Ekker	Application	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Human Services	Low	Closed	TTR Missed: No	0.07
INC000000515673	Brian Beus	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Human Services	Low	Closed	TTR Missed: No	0.04

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INC000000515675	Carolyn Smith	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.09
	Metro C Desktop Support	Chad D Fowers	Human Services	Low	Closed	TTR Missed: No	1.95
INC000000515703	Patty Fazzio	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000515715	brittney richards	None	None	State Payroll Time Entry System		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.21
INC000000515723	Toshiko Barnes	Application	None	None		TIR Missed: No	0.51
	Metro A Desktop Support	Mike Beynon	Human Services	Low	Closed	TTR Missed: No	0.51
INC000000515725	Tara Lewis	None	None	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.46
INC000000515726	Nathan Steimle	PC/Laptop	Error	None		TIR Missed: No	0.76
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved	TTR Missed: No	0.77
INC000000515769	Lillian Dopp	None	None	None		TIR Missed: No	0.22
	Rural North Desktop Support	Lori Hartzell	Human Services	Low	Closed	TTR Missed: No	2.21
INC000000515770	Rita Brooks	Application	Password	Utah Master Directory		TIR Missed: No	0.05
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	0.07
INC000000515820	Taunica Crump	Application	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	5.61
INC000000515834	Kent Karren	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000515844	Paul Gehrke	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	1.96
INC000000515845	Albert Phipps	Network	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000515848	Linda O'Brien	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000515853	Mary C Blackburn	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000515862	Jennifer N Davis	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000515863	Jennifer N Davis	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000515864	Jennifer N Davis	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00

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INC000000515865	Jennifer N Davis	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000515866	Darren Burdette	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro C Desktop Support	Chad D Fowers	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000515876	Lisa Ortega	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro B Desktop Support	Annice Valdez	Human Services	Low Closed	TTR Missed: No	0.00
INC000000515877	Liz Gonzalez	Application	None	BlueZone	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000515881	Christine G Nguyen	Application	None	Novell GroupWise	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.00
INC000000515889	Jennifer Baxter	Application	Error	Adobe Acrobat	TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Human Services	Low Closed	TTR Missed: No	0.90
INC000000515892	Judy Hafen	Application	Error	Content Manager	TIR Missed: No	0.00
	ORS Content Manager	Dan Barrett	Human Services	Low Closed	TTR Missed: No	0.35
INC000000515899	Jill Mcafee	Application	None	Internet Explorer	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000515902	Justina Flesher	None	None	None	TIR Missed: No	0.00
	Metro B Desktop Support	Annice Valdez	Human Services	Low Closed	TTR Missed: No	0.03
INC000000515913	Laura Dasilva	Application	Error	Citrix ICA Client	TIR Missed: No	0.20
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	1.69
INC000000515918	Les Carter	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low Closed	TTR Missed: No	0.00
INC000000515921	Marla Mathisen	Application	Error	Adobe Connect	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.02
INC000000515924	Chrissy Romo	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Human Services	Low Closed	TTR Missed: No	0.00
INC000000515934	Bonnie Halliday	Mainframe	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.08
INC000000515945	Wendy Cole	Network	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.06
INC000000515946	Lori Hills	Application	None	SAFE	TIR Missed: No	0.48
	Rural North Desktop Support	Wayne Higgs	Human Services	Low Closed	TTR Missed: No	2.71
INC000000515947	Joseph Gonzalez	Network	None	None	TIR Missed: Yes	1.30
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	1.89

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INC000000515953	Nicole Christiansen Metro B Help Desk	Mainframe Janet Hongsyvilay	Password Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.03
INC000000515961	Diane Moore Help Desk	Network James Stearns	Password Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.16 0.17
INC000000515970	Claire Rolfe Metro C Help Desk	None Reed Stohel	None Human Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000515971	Lynn Sanderson Metro B Desktop Support	Network Anthony Booyse	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.40 4.26
INC000000515972	Dawn Prince Metro B Desktop Support	Application Bill Crowther	Error Human Services	PGP Low	Closed	TIR Missed: Yes TTR Missed: No	2.40 5.01
INC000000515979	Nicole Christiansen Metro B Help Desk	Mainframe Janet Hongsyvilay	Error Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.02
INC000000516001	Joe Reese Metro B Help Desk	Network Janet Hongsyvilay	Error Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.03
INC000000516007	Mack McDonald Metro C Help Desk	None Reed Stohel	None Human Services	ZENworks for Desktops Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000516014	Denese Bleak Application Services	Application Dustin Crump	None Human Services	Gmail Low	Closed	TIR Missed: No TTR Missed: No	0.08 0.17
INC000000516018	Josette Harding Rural Central Desktop Support	Application John Donaldson	Error Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000516022	Chuck Berglund Rural North Desktop Support	Network Lori Hartzell	Password Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: Yes TTR Missed: No	1.08 1.08
INC000000516023	Craig Bell Metro B Help Desk	Network Janet Hongsyvilay	Error Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.04
INC000000516028	Margo Vick Rural Central Desktop Support	Application John Donaldson	Error Human Services	ZENworks for Desktops Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000516033	Joe Reese Metro B Help Desk	Application Janet Hongsyvilay	Error Human Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.03
INC000000516037	Jeanne McNeil Rural Central Desktop Support	Application Paul Petersen	None Human Services	Mozilla Firefox Low	Closed	TIR Missed: No TTR Missed: No	0.00 1.34
INC000000516038	Jim Van Zant Rural Central Desktop Support	Application John Donaldson	Error Human Services	ZENworks for Desktops Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000516041	Cheryl Dubach Help Desk	Mobile Devices Brenda Treadway	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00

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INC000000516043	Sherri Hernandez Metro B Help Desk	Application Janet Hongsyvilay	Error Human Services	Adobe Connect Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.02
INC000000516073	Diane Miller Metro B Desktop Support	Print/Copy/Scan/Fax Annice Valdez	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.06 0.40
INC000000516090	Steve Hillabrant Metro B Desktop Support	None Anthony Booyse	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: Yes	0.28 6.08
INC000000516122	Palmer Depaulis Metro B Desktop Support	PC/Laptop Cindy Reed	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.11 4.31
INC000000516128	Debbie Koew Metro B Desktop Support	PC/Laptop Cindy Reed	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.06 4.29
INC000000516130	Susan Clements Metro B Help Desk	None Gary Graham	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000516138	Joe Reese Metro B Desktop Support	PC/Laptop Anthony Booyse	Error Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.11 5.90
INC000000516141	Kristy Bate Voice Operations	Telecom Gail Christiansen	Voice Mail Human Services	Telephone Low	Closed	TIR Missed: No TTR Missed: No	0.44 0.44
INC000000516166	Laurieann Thorpe Metro B Desktop Support	Application Bill Crowther	None Human Services	PGP Low	Closed	TIR Missed: Yes TTR Missed: No	1.12 3.42
INC000000516167	Mark Petersen Help Desk	Network Brenda Treadway	Password Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000516186	Tammy Petrowski Metro B Help Desk	Application Val Shepherd	Password Human Services	Utah Criminal Justice Informatio Low	Closed	TIR Missed: No TTR Missed: No	0.29 0.29
INC000000516199	Heidi Valdez Help Desk	Network Julie VanBeekum	Performance Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000516217	Toni V Wardle Metro B Help Desk	Application Gary Graham	Error Human Services	SAFE Low	Closed	TIR Missed: No TTR Missed: No	0.18 0.32
INC000000516226	Mack McDonald Metro B Desktop Support	None Michael Barth	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.06 0.08
INC000000516229	Alease Guymon Metro B Desktop Support	PC/Laptop Annice Valdez	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.24 1.92
INC000000516239	Ella Lopez Metro B Help Desk	Application Janet Hongsyvilay	Password Human Services	DB2 Query Management Facilit Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.02
INC000000516251	Dan Choate Help Desk	PC/Laptop Julie VanBeekum	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00

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INC000000516257	Ceci Castillo	Application	None	Novell GroupWise	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.02
INC000000516262	Steve Wrigley	Application	None	PGP	TIR Missed: No	0.27
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.91
INC000000516264	Megan J Hess	Application	Password	Citrix ICA Client	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000516271	Ivana Meandzija	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000516278	Bill Duncan	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000516289	Kim A Gardner	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000516293	Janis Widdison	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000516308	Eric Beidler	Mobile Devices	Error	Novell GroupWise PDA Connec	TIR Missed: No	0.12
	Application Services	Dustin Crump	Human Services	Low Closed	TTR Missed: No	1.53
INC000000516309	Tom Kelly	Application	None	Citrix ICA Client	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.02
INC000000516321	Nancy Stucki	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low Closed	TTR Missed: No	
INC000000516333	Nancy Stucki	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low Closed	TTR Missed: No	5.19
INC000000516337	Sherranda Garzarelli	Application	Error	SAFE	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.07
INC000000516353	Brooks Burr	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low Closed	TTR Missed: No	
INC000000516354	Kati Wheatley	None	None	None	TIR Missed: No	0.30
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Low Closed	TTR Missed: No	0.75
INC000000516383	Eric Bonnett	Mobile Devices	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.12
INC000000516409	Kati Wheatley	Application	Password	DB2 Query Management Facilit	TIR Missed: No	0.19
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.23
INC000000516416	Pat Peterson	None	None	None	TIR Missed: No	0.02
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.02

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INC000000516425	Paula Wing	Telecom	Voice Mail	Telephone		TIR Missed: No	0.06
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Closed	TTR Missed: No	0.32
INC000000516433	Mark Scott	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.04
INC000000516439	Olga Cordero	Application	Error	Microsoft Office Professional 20		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000516447	Ellen Carle	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000516458	Gretchen Howell	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000516459	Justina Flesher	None	None	None		TIR Missed: No	0.97
	Operations Production Control	Lester Aoki	Human Services	Low	Closed	TTR Missed: No	0.98
INC000000516460	Violet Secrest	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.04
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	1.56
INC000000516465	Jan Grant	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000516469	Catherine Taylor	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000516475	Debbie Koew	Application	None	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.03
INC000000516485	Terrie Basinger	Network	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000516515	Cindy Delgadillo	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.17
INC000000516537	Penny Rice	Application	None	Gmail		TIR Missed: Yes	1.33
	Application Services	Tony Larsen	Human Services	Low	Closed	TTR Missed: No	1.33
INC000000516544	Mary Hoffman	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.05
INC000000516550	Casey Christopherson	Application	None	SAFE		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed: No	1.28
INC000000516552	Jennifer Jones	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.13
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	0.13
INC000000516553	Marta Bitton	Network	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00

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INC000000516557	Rusty Hendrickson	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed: No	1.24
INC000000516565	Mary Severson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000516570	Dana Guertin	Application	Password	PGP		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000516571	Cindy Cowan	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000516574	Jamie Strong	Application	Password	Citrix ICA Client		TIR Missed: No	0.11
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.15
INC000000516587	Kim L Anderson	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.12
INC000000516604	Donovan Bergstrom	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000516671	Rebecca King	Telecom	Voice Mail	Telephone		TIR Missed: No	0.23
	Voice Operations	Kelly Johnson	Human Services	Low	Closed	TTR Missed: No	0.23
INC000000516673	Eva Clarke	None	None	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.07
INC000000516675	Keri Allen	None	None	None		TIR Missed: No	0.08
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.08
INC000000516696	Elizabeth Baker	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000516725	Kimberly Morgan	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.03
INC000000516730	Christine G Nguyen	None	None	None		TIR Missed: No	0.03
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.08
INC000000516733	Donelle Clements	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000516735	Debbie Stevens	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000516739	Susan Eddy	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000516752	Rich Sallstrom	Application	Password	PGP		TIR Missed: No	0.00
	Metro B Desktop Support	Tyler Pearce	Human Services	Low	Closed	TTR Missed: No	0.79

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INC000000516753	Judy Hafen	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000516762	Mary Ferrell	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000516764	Shanna Stubbs	PC/Laptop	Hardware	None		TIR Missed: No	0.84
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	0.84
INC000000516772	Sheryl St Clair	Application	Password	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Human Services	Low	Closed	TTR Missed: No	2.46
INC000000516776	Deborah Wilbur	Application	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000516778	Patty Miller	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Michael Barth	Human Services	Low	Closed	TTR Missed: No	0.54
INC000000516782	Joy Stover	Application	None	PGP		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.26
INC000000516783	Kristi Heisterman	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000516784	Bart Schenck	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000516794	Mary Ferrell	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.04
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	0.87
INC000000516798	Ellen Weaver	EIS Hardware	None	None		TIR Missed: No	0.25
	Strategic Communications	Dennis Rogers	Human Services	Low	Closed	TTR Missed: Yes	6.61
INC000000516803	Holley Jorgensen	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Lori Hartzell	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000516829	Jody Eby	None	None	None		TIR Missed: No	0.14
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.34
INC000000516837	Anna Reposa	Application	None	Microsoft Word		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.16
INC000000516843	Tracie Carmichael	None	None	Citrix ICA Client		TIR Missed: No	0.23
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.23
INC000000516869	Tasha Huffaker	Mobile Devices	Error	Novell GroupWise PDA Connec		TIR Missed: No	0.04
	Application Services	Dustin Crump	Human Services	Low	Closed	TTR Missed: No	0.11
INC000000516881	Cindy Cowan	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Rural South Desktop Support	Meladye Shively	Human Services	Low	Closed	TTR Missed: No	0.00

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INC000000516907	Deanna Bigelow Metro B Help Desk	Application Val Shepherd	Password Human Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000516922	Pamela Park Metro B Desktop Support	PC/Laptop Peter Musser	Performance Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.05 0.05
INC000000516932	Karin A Armstrong Rural Central Desktop Support	Network Gerald Adams	Password Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 1.08
INC000000516934	Paul Gardner Metro B Desktop Support	Print/Copy/Scan/Fax Bill Crowther	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.43 0.60
INC000000516944	Mark Scott Metro B Desktop Support	Print/Copy/Scan/Fax Annice Valdez	Paper Jam Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.28 1.38
INC000000516945	Kristie Gilson Voice Operations	Telecom Romanza Hamblin Sorensen	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.41 0.87
INC000000516960	elizabeth mcloud Metro B Help Desk	Network Gary Graham	Password Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000516964	Kenneth Kashiwaeda Metro B Help Desk	Network Val Shepherd	Password Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000516969	Ashley Parrish Metro B Help Desk	Network Val Shepherd	Password Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000516975	Bart Schenck Rural North Desktop Support	Print/Copy/Scan/Fax Ruston McKay	Queue Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000516976	Shawna Cales Rural North Desktop Support	Network Ruston McKay	Password Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000516980	Michael Cox Metro B Help Desk	Network Val Shepherd	Incident Human Services	Novell ConsoleOne Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000516987	summer shelton Metro B Help Desk	Network Gary Graham	Password Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000517024	Michael Cox Metro B Help Desk	Application Gary Graham	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.38 0.38
INC000000517034	Linda O'Brien Metro B Help Desk	Application Janet Hongsyvilay	Error Human Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.03
INC000000517036	Chris Pacheco Metro B Help Desk	Application Val Shepherd	None Human Services	PGP Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000517046	Linda Wininger Metro B Desktop Support	PC/Laptop Peter Musser	Error Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.23 0.23

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INC000000517056	Lynne LeBaron	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.69
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	0.69
INC000000517057	Scott Olsen	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000517060	Elizabeth Baker	None	None	None		TIR Missed: No	0.23
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.60
INC000000517066	Erin H Stephens	Application	None	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.05
INC000000517069	Rod Cromar	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed: No	0.21
INC000000517071	Serena Hubert	Network	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed: No	0.22
INC000000517074	Chad Carter	Application	Password	PGP		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Human Services	Low	Closed	TTR Missed: No	0.62
INC000000517075	Rich Sallstrom	Application	Error	Finance Data Warehouse		TIR Missed: No	0.70
	Metro B Desktop Support	Ken Bolkcom	Human Services	Low	Closed	TTR Missed: No	1.62
INC000000517079	Alden Carroll	Application	None	Symantec AntiVirus		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed: No	5.98
INC000000517087	Eric Olson	None	None	None		TIR Missed: No	0.00
	Metro B Hosting	Paul Seager	Human Services	Low	Closed	TTR Missed: No	0.02
INC000000517103	Jody Eby	None	None	None		TIR Missed: No	0.26
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.30
INC000000517118	Lucy Atcher	Application	None	Symantec AntiVirus		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed: No	0.56
INC000000517149	Christie Howes	None	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Thornton	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000517158	Deanna Bigelow	None	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Thornton	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000517159	Sara Hinckley	Application	Password	PGP		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000517177	Tammy L Davis	None	None	PGP		TIR Missed: No	0.57
	Rural North Desktop Support	Neil Smedley	Human Services	Low	Resolved	TTR Missed: No	0.57
INC000000517178	Priya Noronha Ellwood	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00

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INC000000517182	Delma Martinez	Application	Password	DB2 Query Management Facility	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.00
INC000000517194	Ryan Woodmansee	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.63
	Metro C Desktop Support	Chad D Fowers	Human Services	Low Closed	TTR Missed: Yes	10.19
INC000000517211	Madeleine Penson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000517227	Tonya Smith	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low Closed	TTR Missed: No	0.00
INC000000517228	Mareen Sorensen	Network	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.07
INC000000517234	Kris Wisdom	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low Closed	TTR Missed: No	0.00
INC000000517249	Vicky Westmoreland	Application	None	Novell GroupWise	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.29
INC000000517259	Robert Wimmer	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000517278	Steve Jay	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low Closed	TTR Missed: No	0.00
INC000000517281	Bart Schenck	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low Closed	TTR Missed: No	0.00
INC000000517282	Sandy Gibson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low Closed	TTR Missed: No	
INC000000517289	Suzanne O'Connell	Application	Password	Utah Criminal Justice Informatio	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000517315	Ellen Weaver	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000517329	Ken Ransom	Application	Password	DB2 Query Management Facility	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.03
INC000000517331	Nancy Nixon	Application	Password	DB2 Query Management Facility	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000517347	Ivana Meandzija	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000517348	Rick H Hansen	Application	None	IPCC Express	TIR Missed: No	0.17
	Campus Networking	Charmaine Malan	Human Services	Low Resolved	TTR Missed: No	0.17

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INC000000517353	Mark Keller	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low Closed	TTR Missed: No	0.00
INC000000517361	Kristie M VanWagoner	None	None	None	TIR Missed: No	0.23
	Application Services	Paul Lundell	Human Services	Low Closed	TTR Missed: No	0.36
INC000000517362	Arnell Wamsley	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.03
INC000000517363	Terri Rowley	Application	Password	Citrix ICA Client	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000517374	Becky Crosby	Application	Error	Microsoft Windows 7	TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Human Services	Low Closed	TTR Missed: No	0.00
INC000000517381	Kristi Peterson	Mobile Devices	Error	Droid	TIR Missed: No	0.00
	Application Services	Dustin Crump	Human Services	Low Closed	TTR Missed: No	0.13
INC000000517383	Carol Black	Telecom	Coverage Path	Telephone	TIR Missed: No	0.36
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Low Closed	TTR Missed: No	0.36
INC000000517384	Karen Ekker	Application	Error	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Human Services	Low Closed	TTR Missed: No	1.71
INC000000517386	Dorothy Richardson	Application	Error	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Human Services	Low Closed	TTR Missed: No	1.70
INC000000517387	Lory Pond	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.04
INC000000517389	Georgina Trujillo	Application	Error	Novell GroupWise	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.41
INC000000517423	Sheri DeVore	Application	None	SAFE	TIR Missed: No	0.09
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.14
INC000000517428	Dana Guertin	Application	Error	Citrix ICA Client	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.27
INC000000517438	Angela Robbins	Application	Error	Novell GroupWise	TIR Missed: No	0.38
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.38
INC000000517444	Marcy Jensen	Network	Performance	None	TIR Missed: No	0.29
	Metro B Hosting	Paul Engberson	Human Services	High Closed	TTR Missed: No	0.29
INC000000517445	Stephanie Glaittli	Application	Error	Avaya IP Softphone	TIR Missed: No	0.07
	Metro D Help Desk	Jed Patrick	Human Services	Low Resolved	TTR Missed: No	0.24
INC000000517453	Taylor Horn	None	None	Novell GroupWise	TIR Missed: No	0.24
	Application Services	Paul Lundell	Human Services	Low Closed	TTR Missed: No	0.48

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INC000000517460	April Conti	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000517465	Anita Phillips	Application	None	Symantec AntiVirus		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed: No	0.63
INC000000517466	Daniel Hansen	Application	None	Symantec AntiVirus		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed: No	0.62
INC000000517467	Cindy Draper	Application	None	Microsoft Word		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed: No	0.61
INC000000517469	Jennifer Ferrin	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.21
INC000000517470	Ruth Hauser	Application	None	Novell GroupWise		TIR Missed: No	0.11
	Metro B Help Desk	Gary Graham	Human Services	Medium	Closed	TTR Missed: No	0.11
INC000000517471	John Perkins	PC/Laptop	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed: No	0.57
INC000000517474	Karen Lillywhite	PC/Laptop	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed: No	0.53
INC000000517476	Blanca Loya	None	None	Novell GroupWise		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low	Closed	TTR Missed: No	0.48
INC000000517477	Connie May	Mobile Devices	None	iPhone		TIR Missed: No	0.27
	Application Services	Dustin Crump	Human Services	Low	Resolved	TTR Missed: No	0.58
INC000000517501	Cindy Lowe	Application	None	Microsoft Word		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000517504	Nancy Gould	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Human Services	Low	Closed	TTR Missed: No	2.68
INC000000517508	Brandy Terry	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Troy Morris	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000517517	Scott L Holmes	Application	Error	Echart		TIR Missed: No	0.05
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.06
INC000000517571	James Piper	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.07
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.73
INC000000517584	Cassie Selim	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Lori Hartzell	Human Services	Low	Resolved	TTR Missed: No	
INC000000517598	Kristy Bate	Telecom	None	Telephone		TIR Missed: No	0.23
	Voice Operations	Leon Owen	Human Services	Low	Closed	TTR Missed: No	0.23

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INC000000517599	Jennifer Gardner	Application	None	Adobe Connect		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000517606	James Jones Jr	Network	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.07
INC000000517609	Paula K Douglass	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.60
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Closed	TTR Missed: No	0.66
INC000000517639	David D Felt	Application	Error	M86		TIR Missed: Yes	1.27
	Security	Austin Farey	Human Services	Low	Resolved	TTR Missed: No	1.47
INC000000517658	Gina Rasmussen	Application	Password	Novell GroupWise		TIR Missed: No	0.30
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.37
INC000000517669	Kris Hansen	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000517674	Victoria A. Peterson	Network	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.06
INC000000517677	Beth Larson	Application	None	None		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000517684	Matt Peterson	PC/Laptop	Performance	None		TIR Missed: No	0.29
	Rural North Desktop Support	Ryan Casey	Human Services	Low	Closed	TTR Missed: No	0.86
INC000000517696	Susannah Burt	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.12
INC000000517712	Kim Turner	Application	None	Symantec AntiVirus		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.57
INC000000517713	Garth Andrus	Application	Reporting	ZENworks for Desktops		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000517716	Chris Morton	None	None	Adobe Connect		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000517723	Linda Prince	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.15
	Metro B Desktop Support	Anthony Booyse	Human Services	Low	Closed	TTR Missed: No	0.56
INC000000517738	Ivana Meandzija	PC/Laptop	None	None		TIR Missed: No	0.03
	Metro B Desktop Support	Peter Musser	Human Services	Low	Closed	TTR Missed: No	0.72
INC000000517778	Cindy M Christensen	Application	None	SAFE		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.51
INC000000517786	Richard Cheever	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ryan Casey	Human Services	Low	Closed	TTR Missed: No	0.00

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INC000000517807	Beth Larson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.40
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.50
INC000000517816	Alycia Jurgela	Mobile Devices	None	Droid	TIR Missed: No	0.11
	Application Services	Dustin Crump	Human Services	Low Closed	TTR Missed: No	0.26
INC000000517821	Angela Robbins	Application	Error	Novell GroupWise	TIR Missed: No	0.37
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.40
INC000000517826	Dennis Manley	None	None	ZENworks for Desktops	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low Closed	TTR Missed: No	0.00
INC000000517830	Rachel Lark	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low Closed	TTR Missed: No	0.00
INC000000517832	Jason Montoya	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low Closed	TTR Missed: No	0.00
INC000000517843	Jessica Gallegos	Application	None	Adobe Connect	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.08
INC000000517867	Paul T Smith	PC/Laptop	Hardware	None	TIR Missed: No	0.19
	Metro B Desktop Support	Jay Locker	Human Services	Low Closed	TTR Missed: No	1.45
INC000000517871	Emily Roberts	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.15
INC000000517882	Katie McEntire	Application	None	Gmail	TIR Missed: No	0.00
	Rural North Desktop Support	Lori Hartzell	Human Services	Low Closed	TTR Missed: No	0.86
INC000000517913	Paula May	Application	Error	Utah Criminal Justice Informatio	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.03
INC000000517922	Kassie Jensen	PC/Laptop	Error	None	TIR Missed: No	0.27
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.30
INC000000517931	Cindy Lowe	PC/Laptop	None	None	TIR Missed: No	0.26
	Metro B Desktop Support	Anthony Booyse	Human Services	Low Closed	TTR Missed: No	1.38
INC000000517941	Shyler Bischof	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Human Services	Low Closed	TTR Missed: No	0.00
INC000000517961	Connie May	Application	Error	PGP	TIR Missed: No	0.00
	Rural North Desktop Support	Lori Hartzell	Human Services	Low Closed	TTR Missed: No	0.94
INC000000517970	Christy Van Buskirk	None	None	None	TIR Missed: No	0.73
	Help Desk	Vicky Marrelli	Human Services	Low Closed	TTR Missed: No	0.77
INC000000517981	Diane Felt	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Human Services	Low Closed	TTR Missed: No	0.00

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INC000000518049	Giannina Mendieta	Mobile Devices	Error	Droid		TIR Missed: Yes	1.09
	Application Services	Dustin Crump	Human Services	Low	Closed	TTR Missed: No	1.26
INC000000518055	Darla Caldwell	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000518064	Cathy Miller	PC/Laptop	None	None		TIR Missed: No	0.07
	Rural North Desktop Support	Lori Hartzell	Human Services	Low	Resolved	TTR Missed: No	1.46
INC000000518070	Joan Kesler	Telecom	Voice Mail	Telephone		TIR Missed: No	0.34
	Voice Operations	Gail Christiansen	Human Services	Low	Closed	TTR Missed: No	0.34
INC000000518079	Annita Kendall	Application	Error	Utah Criminal Justice Informatio		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.04
INC000000518118	Iris M Gomez	Network	None	None		TIR Missed: No	0.15
	Metro A Desktop Support	Mike Beynon	Human Services	Low	Closed	TTR Missed: No	0.15
INC000000518119	Misty Tidwell	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000518120	Tom Payne	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000518124	Zachary W Gillespie	Application	Password	Utah Cares		TIR Missed: No	0.50
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.56
INC000000518137	Yanoula Dounias	Telecom	None	None		TIR Missed: No	0.92
	Voice/Data/WAN Services	Mike Johnson	Human Services	Low	Closed	TTR Missed: No	1.07
INC000000518158	Steve Brown	Network	Performance	None		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000518168	Richard Gamonal	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed: No	0.09
	Metro B Desktop Support	Annicce Valdez	Human Services	Low	Closed	TTR Missed: No	0.48
INC000000518176	Paul Kunz	Telecom	Call/Receive	Telephone		TIR Missed: No	0.30
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Closed	TTR Missed: No	0.30
INC000000518182	Tom Darais	Application	Error	Novell Messenger		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.04
INC000000518198	Christy Van Buskirk	None	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Chad D Fowers	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000518202	Maria Mulitalo	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000518206	Scott L Holmes	Network	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.08

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INC000000518211	Ryan Woodmansee	Application	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.06
INC000000518212	Laura Dasilva	Wireless Connectivity	Error	None		TIR Missed: No	0.13
	Metro B Desktop Support	Peter Musser	Human Services	Low	Closed	TTR Missed: No	0.74
INC000000518213	Rea Bartlett	Application	None	Gmail		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed: No	1.40
INC000000518219	Karla Campbell	PC/Laptop	Error	None		TIR Missed: No	0.42
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.91
INC000000518220	Paul Jordan	None	None	SAFE		TIR Missed: No	0.91
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	1.23
INC000000518225	Angela Robbins	Application	Error	Novell GroupWise		TIR Missed: Yes	1.19
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	1.36
INC000000518235	Deborah Sirles	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000518238	Angela Robbins	Mobile Devices	Error	Novell GroupWise		TIR Missed: No	0.20
	Application Services	Dustin Crump	Human Services	Low	Closed	TTR Missed: No	1.51
INC000000518248	Emily Helm	None	None	Citrix ICA Client		TIR Missed: Yes	1.87
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	1.87
INC000000518250	Julie Simons	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000518254	Sean T Orton	Telecom	Call/Receive	Telephone		TIR Missed: No	0.54
	Voice Operations	Kelly Johnson	Human Services	Low	Closed	TTR Missed: No	0.54
INC000000518257	Komasquin lopez	Application	Error	SAFE		TIR Missed: Yes	1.76
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	1.84
INC000000518290	Edith Martinez	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000518300	Linda O'Brien	None	None	Utah Master Directory		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low	Resolved	TTR Missed: No	0.87
INC000000518328	Dixie Yoder	Application	Reporting	None		TIR Missed: No	0.88
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.88
INC000000518335	Charlene Wilde	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ryan Casey	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000518355	Alisha Martinez	Application	Error	None		TIR Missed: No	0.64
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.64

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INC000000518364	Mercedes Grindstaff Metro B Help Desk	None Janet Hongsyvilay	None Human Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.46 0.46
INC000000518395	Laureen Wilson Rural Central Desktop Support	Application John Donaldson	Password Human Services	Novell eDirectory Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000518398	Julie Hansen Rural Central Desktop Support	PC/Laptop John Donaldson	Hardware Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000518400	Deborah Griffin Rural Central Desktop Support	PC/Laptop John Donaldson	Hardware Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000518401	Wendy Ludlow Rural Central Desktop Support	PC/Laptop John Donaldson	Hardware Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000518403	Wendy Ludlow Rural Central Desktop Support	Network John Donaldson	Incident Human Services	None Medium	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000518405	Jennifer Jamalkowski Rural Central Desktop Support	Application John Donaldson	Error Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000518406	Keri Carter Rural Central Desktop Support	Print/Copy/Scan/Fax John Donaldson	Incident Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000518409	Martin Meyer Rural Central Desktop Support	PC/Laptop John Donaldson	Hardware Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000518410	Sandra Reyes Rural Central Desktop Support	Application John Donaldson	Error Human Services	Microsoft Office Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000518412	Josette Harding Rural Central Desktop Support	Application John Donaldson	Error Human Services	Staff Information System Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000518413	Paul Cloward Metro B Hosting	None Paul Seager	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000518414	Julie Taylor Rural Central Desktop Support	Application John Donaldson	Error Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000518416	Sariah Medrano Metro B Help Desk	Network Janet Hongsyvilay	None Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000518439	Thelma Letuli Metro B Help Desk	Network Janet Hongsyvilay	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000518444	Ronda Jones Help Desk	Mainframe Brenda Treadway	Password Human Services	BlueZone Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000518458	Nancy Stucki Help Desk	Application Julie VanBeekum	Error Human Services	Gmail Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00

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Human Services

INC000000518484	Pam Smith	PC/Laptop	None	None		TIR Missed: No	0.06
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.19
INC000000518490	Annita Kendall	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000518497	Debbie Stark	Network	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.15
INC000000518498	Dianne Warner-Kearney	PC/Laptop	Performance	None		TIR Missed: No	0.18
	Metro B Desktop Support	Jay Locker	Human Services	Low	Closed	TTR Missed: No	1.35
INC000000518507	Rex Mecham	Network	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.02
INC000000518514	Kati Wheatley	None	None	None		TIR Missed: No	0.14
	Voice Operations	Gail Christiansen	Human Services	Low	Closed	TTR Missed: No	0.85
INC000000518515	Scott Munden	Mobile Devices	Error	None		TIR Missed: No	0.08
	Application Services	Dustin Crump	Human Services	Low	Closed	TTR Missed: No	0.28
INC000000518519	Stephanie Sinju	Server	None	None		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000518520	Natalie Stoddard	None	None	Gmail		TIR Missed: No	0.60
	Rural North Desktop Support	Kim Ratushniak	Human Services	Low	Closed	TTR Missed: No	0.60
INC000000518525	Lynn Parkin	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.33
INC000000518529	Shauna Thomas	None	None	Gmail		TIR Missed: No	0.37
	Rural North Desktop Support	Kim Ratushniak	Human Services	Low	Closed	TTR Missed: No	0.37
INC000000518561	Steve Wrigley	Application	Error	None		TIR Missed: No	0.43
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.44
INC000000518578	John Macfarlane	Network	None	None		TIR Missed: No	0.23
	Metro B Hosting	James Gramse	Human Services	Low	Closed	TTR Missed: No	0.80
INC000000518615	Geri Jones	PC/Laptop	None	None		TIR Missed: No	0.01
	Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	0.97
INC000000518630	Rex Mecham	Network	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.06
INC000000518631	Andrew Butcher	None	None	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.09
INC000000518647	Chad Carter	None	None	None		TIR Missed: No	0.14
	Metro B Desktop Support	Jay Locker	Human Services	Low	Closed	TTR Missed: No	1.89

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INC000000518652	John H Thompson	Application	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.06
INC000000518657	Ashley Hasler	Network	Performance	None		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000518660	Kelli Karpakis	None	None	None		TIR Missed: No	0.04
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	0.58
INC000000518666	Tammy Scarbrough	Application	Error	Citrix ICA Client		TIR Missed: No	0.12
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.19
INC000000518667	Kelli Karpakis	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000518677	Patricia Coburn	PC/Laptop	None	None		TIR Missed: Yes	1.23
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Resolved	TTR Missed: No	1.23
INC000000518723	Gayla Reinhardt	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Resolved	TTR Missed: No	
INC000000518724	Arla Jensen	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Resolved	TTR Missed: No	
INC000000518729	Caroline Merveille	Application	Password	Utah Master Directory		TIR Missed: No	0.08
	Help Desk	Julie VanBeekum	Human Services	Low	Closed	TTR Missed: No	0.18
INC000000518731	Ashley Kamoe	Application	None	SAFE		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.07
INC000000518737	Andrew Butcher	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000518742	Eva Clarke	None	None	None		TIR Missed: No	0.30
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	0.94
INC000000518747	Heidi Valdez	Application	None	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.02
INC000000518757	Ashley Hasler	Mobile Devices	Error	iPhone		TIR Missed: No	0.00
	Application Services	Dustin Crump	Human Services	Low	Closed	TTR Missed: No	1.42
INC000000518769	Adrian Villasenor	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000518770	Joseph Gonzalez	None	None	None		TIR Missed: No	0.06
	Metro B Desktop Support	Matthew Blunk	Human Services	Low	Closed	TTR Missed: No	1.71
INC000000518774	Robert Downing	Telecom	Voice Mail	None		TIR Missed: No	0.07
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Closed	TTR Missed: No	0.79

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INC000000518775	John Knoche	Telecom	Voice Mail	Telephone		TIR Missed: No	0.27
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Closed	TTR Missed: No	0.81
INC000000518794	Tom Darais	None	None	Adobe Acrobat		TIR Missed: No	0.09
	Metro B Desktop Support	Matthew Blunk	Human Services	Low	Closed	TTR Missed: No	1.26
INC000000518816	Pat Peterson	None	None	BMC Capacity Management Es		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000518847	Jason Burton	Mainframe	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.02
INC000000518853	Erin Liming	None	None	None		TIR Missed: Yes	2.58
	USIIS Outreach	Lisa Young	Human Services	Low	Closed	TTR Missed: No	2.58
INC000000518854	Luanne Endres	PC/Laptop	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Ryan Bennett	Human Services	Medium	Resolved	TTR Missed: No	
INC000000518854	Luanne Endres	PC/Laptop	None	None		TIR Missed: No	0.33
	Rural South Desktop Support	Ryan Bennett	Human Services	Medium	Resolved	TTR Missed: No	
INC000000518856	Jose Hernandez	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000518865	Jennifer Jones	Network	Password	None		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000518870	Amit Chavan	Application	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.03
INC000000518871	Maribeth Greenleaf	Mobile Devices	Error	BlackBerry Configuration		TIR Missed: No	0.39
	Help Desk	Eileen Dubach	Human Services	Low	Resolved	TTR Missed: No	0.49
INC000000518885	Judy Powell	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000518887	Nancy Faircloth	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.06
INC000000518897	Karma Limb	Application	Error	Utah Criminal Justice Informatio		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.02
INC000000518899	Elaine Boren-Hess	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Bill Crowther	Human Services	Low	Resolved	TTR Missed: No	0.53
INC000000518908	Stacey Collins	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000518912	Korey Larsen	Application	None	None		TIR Missed: No	0.05
	Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	1.48

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INC000000518928	Sean T Orton	Telecom	CrossTalk/Noise/Static	Telephone		TIR Missed: No	0.21
	Voice/Data/WAN Services	Mitch Hood	Human Services	Low	Resolved	TTR Missed: No	0.29
INC000000518930	John Macfarlane	Application	Error	Microsoft Excel		TIR Missed: No	0.41
	Metro B Desktop Support	Jay Locker	Human Services	Low	Resolved	TTR Missed: No	1.72
INC000000518931	Stella Andes	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000518932	Amy Buehler	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.78
INC000000518952	Lory Pond	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000518958	Wendy Ludlow	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Troy Morris	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000518966	Kimberly Davis	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000518971	Emily Roberts	None	None	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000518976	Marilyn Petty	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000518977	Sandy Gibson	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000518979	Judy Powell	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Troy Morris	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000518992	Terry Gardner	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Troy Morris	Human Services	Low	Resolved	TTR Missed: No	1.84
INC000000519001	Lee Castillo	None	None	SAFE		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000519014	Dolores Talanoa	None	None	None		TIR Missed: No	0.00
	Metro B Hosting	Paul Seager	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000519025	Robin Bean	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	James Stearns	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000519036	Stevens Brett Nelson	None	None	None		TIR Missed: No	0.00
	Metro B Hosting	Paul Seager	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000519042	Lori Butler	None	None	None		TIR Missed: No	0.00
	Salt Lake Data Center Operations	Robert Oliver	Human Services	Low	Resolved	TTR Missed: No	0.00

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INC000000519057	Carolyn White	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000519077	Janeen Viles	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000519079	Delbert Beddoes	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low Resolved	TTR Missed: No	1.46
INC000000519099	Scott Blackburn	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000519108	Kristy Bate	Telecom	Voice Mail	Telephone	TIR Missed: No	0.21
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Low Resolved	TTR Missed: No	1.06
INC000000519111	Teresa Gray	None	None	Microsoft Windows XP Professio	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000519113	Linda O'Brien	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000519115	Jessica Gallegos	None	None	RSA SecurID Software Token	TIR Missed: No	0.15
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.59
INC000000519123	Chrissy Romo	PC/Laptop	Performance	None	TIR Missed: No	0.51
	Metro B Desktop Support	Bill Crowther	Human Services	Low Resolved	TTR Missed: No	1.64
INC000000519132	Brooke Zamora	None	None	None	TIR Missed: No	0.02
	Rural North Desktop Support	Lori Hartzell	Human Services	Low Resolved	TTR Missed: No	0.13
INC000000519137	Nanon Talley	Network	Performance	None	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000519149	Ray Winger	None	None	None	TIR Missed: No	0.46
	Metro B Desktop Support	Peter Musser	Human Services	Low Resolved	TTR Missed: No	1.74
INC000000519191	Jennifer Bodily	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Lori Hartzell	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000519192	Laree Bybee	Application	Password	Citrix ICA Client	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Resolved	TTR Missed: No	0.03
INC000000519196	Don Campbell	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000519201	Teresa Trujillo	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000519203	Matthew Rasmussen	Application	Password	PGP	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.00

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INC000000519212	Lori Butler	Network	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.07
INC000000519230	Tom Dunford	Network	Incident	None		TIR Missed: No	0.26
	Metro B Desktop Support	Cindy Reed	Human Services	Low	Resolved	TTR Missed: No	0.31
INC000000519247	Heather Fleming	Application	Password	PGP		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000519251	Terrie Basinger	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000519277	Scott Jacobson	Mainframe	Error	None		TIR Missed: No	0.42
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.50
INC000000519290	Nicci Niman	Application	Error	State Payroll Time Entry System		TIR Missed: No	0.35
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.79
INC000000519300	Greg Daniels	None	None	None		TIR Missed: No	0.25
	Help Desk	Brenda Treadway	Human Services	Low	Resolved	TTR Missed: No	0.26
INC000000519306	Kris Shaw	Application	Password	ZENworks for Desktops		TIR Missed: No	0.67
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.70
INC000000519315	Xavier Tisdol	None	None	Microsoft Excel		TIR Missed: No	0.07
	Metro B Desktop Support	Cindy Reed	Human Services	Low	Resolved	TTR Missed: No	0.08
INC000000519329	Mercedes Grindstaff	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000519348	Stephanie Rentmeister	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.04
INC000000519384	Ray Winger	Server	None	None		TIR Missed: No	0.81
	Application Support	Brian Whitesides	Human Services	Low	Closed	TTR Missed: No	2.32
INC000000519389	Kris Shaw	Application	None	Gmail		TIR Missed: No	0.28
	Application Services	Martin Gonzalez	Human Services	Low	Resolved	TTR Missed: Yes	24.52
INC000000519409	Kari Smith	Application	Error	Adobe Connect		TIR Missed: No	0.00
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved	TTR Missed: No	2.90
INC000000519410	Annette Orton	Network	Password	None		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000519411	Lynne LeBaron	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.91
	Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	0.91
INC000000519415	Debra Yardley	Application	Error	Financial Information Network		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Human Services	Low	Resolved	TTR Missed: No	0.00

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INC000000519416	Bridgette Mair Metro B Help Desk	Print/Copy/Scan/Fax Val Shepherd	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000519417	Sheryl Poole Help Desk	PC/Laptop Vicky Marrelli	Hardware Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000519418	Elizabeth Gonzalez Metro B Desktop Support	None Peter Musser	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.18 0.31
INC000000519422	Nader Mikhail Metro B Desktop Support	PC/Laptop Annice Valdez	Hardware Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.20 0.30
INC000000519423	Milton Gale Rural Central Desktop Support	Application Jeremy Standifird	Error Human Services	ZENworks for Desktops Low	Resolved	TIR Missed: No TTR Missed: No	0.00 1.83
INC000000519434	Eric Olson Metro B Help Desk	Application Val Shepherd	None Human Services	Utah Master Directory Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000519446	jody e smith Metro B Help Desk	Network Gary Graham	Incident Human Services	Novell ConsoleOne Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000519490	Bruce Larsen Metro B Desktop Support	Application Bill Crowther	None Human Services	Microsoft Excel Low	Resolved	TIR Missed: No TTR Missed: No	0.04 2.74
INC000000519502	Jill Colvin Metro B Desktop Support	PC/Laptop Cindy reed	Performance Human Services	None Low	Resolved	TIR Missed: Yes TTR Missed: No	1.22 1.22
INC000000519508	Jan Short Metro B Help Desk	None Val Shepherd	None Human Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: Yes	0.00 12.07
INC000000519533	Paula K Douglass Help Desk	Mainframe Vicky Marrelli	Error Human Services	Office of Recovery Services Infoc Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000519535	Stormey Goddard Metro B Help Desk	Network Janet Hongsyvilay	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.26
INC000000519565	Annette Orton Metro B Help Desk	Application Janet Hongsyvilay	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.06
INC000000519578	Mary Lou Warner Rural Central Desktop Support	PC/Laptop Robert Case	Performance Human Services	None Low	Resolved	TIR Missed: Yes TTR Missed: No	1.71 1.71
INC000000519579	Nanon Talley Voice/Data/WAN Services	Telecom T Artis	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.19 0.19
INC000000519580	Mary Lou Warner Rural Central Desktop Support	Application Robert Case	None Human Services	Microsoft Visio Low	Resolved	TIR Missed: No TTR Missed: No	0.17 4.40
INC000000519583	Jorge Toro Help Desk	Network Julie VanBeekum	Password Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00

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INC000000519585	Mary Lou Warner	Application	None	Utah Cares		TIR Missed: No	0.21
	Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	4.21
INC000000519627	Stacey Boyd	PC/Laptop	Error	None		TIR Missed: Yes	1.11
	Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	1.53
INC000000519637	Curtis Giles	Mobile Devices	Error	None		TIR Missed: No	0.32
	Rural North Desktop Support	Lori Hartzell	Human Services	Low	Resolved	TTR Missed: No	0.32
INC000000519660	Lisa Packard	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kelly Warren	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000519680	Angie Van Drimmelen	Network	Incident	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000519693	Elizabeth Baker	Application	Error	Novell GroupWise		TIR Missed: No	0.30
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.50
INC000000519695	Diana Smith	Application	Reporting	PGP		TIR Missed: No	0.24
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.27
INC000000519700	Nancy A Brittain	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000519708	Joan Charter	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.01
INC000000519709	Ray Winger	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Peter Musser	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000519710	Keena Gallop	Network	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.02
INC000000519719	Nicole Nielsen	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Peter Musser	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000519731	Lynette G McLeod	Application	None	State Payroll Time Entry System		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.02
INC000000519734	Brooks Burr	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000519752	Barbara Ruff	Application	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.07
INC000000519757	Annette Orton	Telecom	None	None		TIR Missed: No	0.13
	Application Services	Dustin Crump	Human Services	Low	Resolved	TTR Missed: No	0.81
INC000000519762	Scott Jacobson	Mainframe	Password	None		TIR Missed: No	0.10
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.36

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INC000000519774	Robert Downing	Network	None	None		TIR Missed: No	0.07
	Application Server Support Team	Dale Hicks	Human Services	Low	Resolved	TTR Missed: No	0.11
INC000000519781	Theresa Richardson	Application	Reporting	iTunes		TIR Missed: No	0.08
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.24
INC000000519796	Kelsey Johnson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000519798	Troy Gasser	PC/Laptop	Hardware	None		TIR Missed: No	0.99
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Resolved	TTR Missed: No	1.27
INC000000519815	Karen Lillywhite	Application	None	SAFE		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Resolved	TTR Missed: No	0.62
INC000000519835	Stacey Gleed	Application	None	None		TIR Missed: Yes	1.77
	Application Services	Tony Larsen	Human Services	Low	Resolved	TTR Missed: No	1.80
INC000000519856	Troy Mattinson	PC/Laptop	None	None		TIR Missed: No	0.13
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.22
INC000000519858	Spencer Hall	Application	Error	Gmail		TIR Missed: No	0.23
	Application Services	Martin Gonzalez	Human Services	Low	Resolved	TTR Missed: No	1.43
INC000000519902	Nancy Stucki	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Resolved	TTR Missed: No	1.70
INC000000519903	Esmeralda Malili	None	None	None		TIR Missed: No	0.24
	Metro B Desktop Support	Ken Bolkcom	Human Services	Low	Resolved	TTR Missed: No	0.24
INC000000519908	Esmeralda Malili	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000519910	Marti Bennett	Network	Incident	None		TIR Missed: No	0.83
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.83
INC000000519920	Brooke Ibanez	Network	Incident	None		TIR Missed: No	0.73
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Resolved	TTR Missed: Yes	7.14
INC000000519922	Carolyn Smith	None	None	Novell GroupWise		TIR Missed: No	0.43
	Application Services	Tony Larsen	Human Services	Low	Resolved	TTR Missed: No	0.43
INC000000519930	Barnel Fail	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.49
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.49
INC000000519934	Amy Buehler	Application	Error	Novell GroupWise		TIR Missed: No	0.40
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.40
INC000000519937	John Macfarlane	Application	Error	None		TIR Missed: No	0.38
	Metro B Desktop Support	Ken Bolkcom	Human Services	Low	Resolved	TTR Missed: No	2.45

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INC000000519939	Jennifer Stoltmann	Application	Error	SAFE		TIR Missed: No	0.28
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.32
INC000000519946	Kevin Kilburn	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Help Desk	James Stearns	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000519949	Tracy Wiggill	Application	Error	Utah Electronic Resource and E		TIR Missed: No	0.00
	Help Desk	Lori Newren	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000519952	Susan Johnson	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kelly Warren	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000519980	Jilene Gunther	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Ken Bolkcom	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000519984	Xavier Tisdol	None	None	None		TIR Missed: No	0.06
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.26
INC000000520035	Erin H Stephens	None	None	None		TIR Missed: No	0.26
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.28
INC000000520039	Ted Mardesich	None	None	None		TIR Missed: No	0.00
	Metro B Hosting	Paul Seager	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000520040	Lorena Peterson	None	None	None		TIR Missed: No	0.00
	Metro B Hosting	Paul Seager	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000520041	Darcie Peterson	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000520042	Sariah Medrano	None	None	None		TIR Missed: No	0.29
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.37
INC000000520056	Susan Eddy	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000520059	Sandy Gibson	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000520082	Elena Lane	PC/Laptop	Hardware	None		TIR Missed: No	0.30
	Metro B Desktop Support	Jay Locker	Human Services	Low	Resolved	TTR Missed: No	3.81
INC000000520088	Erin H Stephens	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000520095	Kristy Walker	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000520101	Susan Musser	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro B Desktop Support	Cindy Reed	Human Services	Low	Resolved	TTR Missed: No	0.00

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INC000000520105	Janet Culpepper Metro B Help Desk	Network Val Shepherd	Error Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No Resolved TTR Missed: No	0.41 1.08
INC000000520106	Kristopher Foltz Metro B Help Desk	Application Janet Hongsyvilay	None Human Services	Adobe Connect Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.97
INC000000520108	Heber Tippetts Metro B Help Desk	None Gary Graham	None Human Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.30
INC000000520111	Susan Musser Metro B Desktop Support	PC/Laptop Cindy Reed	None Human Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.27 0.30
INC000000520112	Kassie Jensen Metro B Help Desk	Application Val Shepherd	Password Human Services	Citrix ICA Client Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000520119	Keri Allen Metro B Desktop Support	Network Bill Crowther	None Human Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.25 0.31
INC000000520120	D'Lyn Mayne Rural Central Desktop Support	None Troy Morris	None Human Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.41
INC000000520123	Theresa Richardson Metro B Help Desk	Application Val Shepherd	None Human Services	Novell GroupWise Low	TIR Missed: Yes Resolved TTR Missed: No	1.00 1.52
INC000000520129	Lesley Lundeberg Metro B Help Desk	None Val Shepherd	None Human Services	Citrix ICA Client Low	TIR Missed: No Resolved TTR Missed: No	0.64 0.72
INC000000520135	Mark Scott Metro C Help Desk	Print/Copy/Scan/Fax Reed Stohel	Queue Human Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000520139	Patrice Dozier Metro B Desktop Support	Network Annice Valdez	None Human Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.29 2.47
INC000000520142	Janet Culpepper Help Desk	Application Julie VanBeekum	Password Human Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000520155	Rosan Radford Metro B Help Desk	None Gary Graham	None Human Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.49
INC000000520159	Darren Burdette Metro B Help Desk	Application Val Shepherd	Password Human Services	Citrix ICA Client Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000520171	Lisa Hood Metro B Help Desk	PC/Laptop Val Shepherd	None Human Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.70 1.09
INC000000520206	Jarilyn Sterling Metro B Desktop Support	PC/Laptop Bill Crowther	None Human Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.22 1.06
INC000000520218	Donovan Bergstrom Metro B Help Desk	Application Janet Hongsyvilay	None Human Services	Microsoft Word Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.12

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INC000000520223	Bill Boyle	Application	None	Novell GroupWise	TIR Missed: No	0.62
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	1.34
INC000000520231	Brenda L Holland	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Resolved	TTR Missed: No	0.04
INC000000520238	Dan Barrett	Application	None	Novell GroupWise	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Resolved	TTR Missed: No	0.04
INC000000520251	Kris Allen	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Resolved	TTR Missed: No	0.44
INC000000520255	Judy Rose	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000520256	Albert Phipps	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low Resolved	TTR Missed: No	1.24
INC000000520265	Erma Hawker	None	None	ZENworks for Desktops	TIR Missed: Yes	1.28
	Rural North Desktop Support	Lori Hartzell	Human Services	Low Resolved	TTR Missed: No	1.28
INC000000520319	Pule Alo	Mainframe	Password	BlueZone	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000520324	Leslee Butterfield	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Resolved	TTR Missed: No	0.13
INC000000520326	Bridgette Mair	Application	Password	Content Manager	TIR Missed: Yes	1.54
	ORS Content Manager	Dan Barrett	Human Services	Low Resolved	TTR Missed: No	1.54
INC000000520339	Judy Powell	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000520344	Justin Coggins	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000520355	Brad Parker	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000520362	Albert Phipps	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000520368	Violet Secrest	None	None	None	TIR Missed: No	0.03
	Metro B Desktop Support	Annicke Valdez	Human Services	Low Resolved	TTR Missed: No	2.13
INC000000520370	Arlene Macanas	Application	Error	Citrix ICA Client	TIR Missed: No	0.33
	Metro B Help Desk	Gary Graham	Human Services	Low Resolved	TTR Missed: No	0.41
INC000000520372	Mike Butkovich	PC/Laptop	Hardware	None	TIR Missed: No	0.28
	Metro B Desktop Support	Cindy Reed	Human Services	Low Resolved	TTR Missed: No	0.28

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INC000000520375	Carol Black	PC/Laptop	Hardware	None		TIR Missed: No	0.23
	Metro B Desktop Support	Cindy Reed	Human Services	Low	Resolved	TTR Missed: No	0.23
INC000000520380	Patrice Dozier	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.13
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved	TTR Missed: No	0.33
INC000000520398	Summer Warden	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.02
INC000000520418	Jackie Stahler	Telecom	Voice Mail	Telephone		TIR Missed: No	0.12
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Resolved	TTR Missed: No	0.67
INC000000520422	Brian D Nelson	Network	None	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000520441	Loie Hanson	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000520447	Marie Rodriguez	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.04
INC000000520454	Janet Culppepper	Application	Reporting	Content Manager		TIR Missed: Yes	3.73
	ORS Case Imaging	Pam Lee	Human Services	Low	Closed	TTR Missed: No	3.73
INC000000520475	Bart Mason	PC/Laptop	Performance	None		TIR Missed: No	0.08
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved	TTR Missed: No	2.82
INC000000520484	Megan Rasmussen	Network	None	None		TIR Missed: No	0.32
	Metro B Desktop Support	Ken Bolkcom	Human Services	Low	Resolved	TTR Missed: No	0.56
INC000000520493	Ella Lopez	Application	Password	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.04
INC000000520510	Dixie Fausett	Network	Performance	None		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000520514	Sandra Reed	Application	None	Adobe Connect		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.14
INC000000520532	Talona Talbot	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000520538	Stephanie Smith	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000520548	Kendall Johnson	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000520589	Cindy Pack	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00

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INC000000520599	Jeanne Godfrey	Mobile Devices	None	None		TIR Missed: No	0.60
	Application Services	Danielle Hood	Human Services	Low	Resolved	TTR Missed: No	2.29
INC000000520602	Justina Flesher	Network	Incident	None		TIR Missed: No	0.32
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.38
INC000000520612	Ted Mardesich	Application	Password	None		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	0.08
INC000000520636	Ivana Meandzija	Application	None	Contract Approval Payment Sys		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000520640	Vicky Turner	Application	None	Microsoft Excel		TIR Missed: No	0.03
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.06
INC000000520648	Brian D Nelson	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000520668	Jolene Durrant	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000520671	Mavis Stevenson	Application	Password	Utah Criminal Justice Informatio		TIR Missed: No	0.11
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.16
INC000000520681	Jolene Durrant	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000520687	Marie Rodriguez	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000520711	Jolene Durrant	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000520716	Jolene Durrant	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000520722	Jolene Durrant	Application	None	Novell Messenger		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000520724	Jolene Durrant	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000520728	Jolene Durrant	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000520738	Kerry Hedin	PC/Laptop	None	None		TIR Missed: No	0.28
	Metro C Desktop Support	Chad D Fowers	Human Services	Low	Resolved	TTR Missed: No	0.28
INC000000520753	Shannon Sirkel	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Resolved	TTR Missed: No	1.69

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INC000000520760	Renee Hardacker Metro C Help Desk	Network Cliff Jensen	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000520769	Renee Hardacker Metro B Help Desk	Network Gary Graham	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000520796	Wendy Simpson Metro B Help Desk	Application Janet Hongsyvilay	Password Human Services	Citrix ICA Client Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.03
INC000000520798	Tammy Nuttall Metro B Help Desk	None Janet Hongsyvilay	None Human Services	Utah Criminal Justice Informatio Low	TIR Missed: No Resolved TTR Missed: No	0.07 0.16
INC000000520799	Ginger Flowers Metro B Help Desk	Network Gary Graham	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000520800	Erika Baird Metro B Help Desk	Network Janet Hongsyvilay	Error Human Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.02
INC000000520819	Julie Lail Metro C Help Desk	Mainframe Ross Owen	Password Human Services	BlueZone Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000520829	Tammie Godfrey Voice Operations	Telecom Romanza Hamblin Sorensen	Hardware Human Services	Telephone Low	TIR Missed: No Resolved TTR Missed: No	0.32 0.32
INC000000520837	Brian D Nelson Metro C Help Desk	None Ross Owen	None Human Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000520863	Lisa Lewis Rural North Desktop Support	Print/Copy/Scan/Fax Kim Ratushniak	Queue Human Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000520883	Sekone Tapu Metro B Help Desk	None Val Shepherd	None Human Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000520913	Jeremy Hansen Metro B Help Desk	None Val Shepherd	None Human Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000520920	Roy Perez Metro B Help Desk	None Val Shepherd	None Human Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000520925	Celeste LaBorde Metro B Help Desk	Application Val Shepherd	Password Human Services	Microsoft Windows XP Professio Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000520927	Heather Holbrook Metro B Help Desk	Network Val Shepherd	Incident Human Services	Novell ConsoleOne Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000520929	Heather Holbrook Metro B Help Desk	Network Val Shepherd	Incident Human Services	Citrix ICA Client Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000520931	Cheryl Dubach Metro B Help Desk	Network Val Shepherd	Error Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No Resolved TTR Missed: No	0.04 0.36

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Human Services

INC000000520943	Tom Medina	Application	None	Adobe Connect		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000520951	Luanne Endres	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000520969	Lillian Ellsworth	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000520972	Blanca Loya	Application	None	SAFE		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000520973	Guy West	Application	Password	Novell GroupWise		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000520983	Xavier Tisdol	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000521009	Byron Woodland	Network	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.02
INC000000521041	Debbie Woodward	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000521042	Kristin Bell	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000521046	David Detorres	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Lori Hartzell	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000521047	Janet Culpepper	PC/Laptop	Hardware	None		TIR Missed: No	0.10
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved	TTR Missed: No	0.52
INC000000521049	Pat Bates	Network	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.04
INC000000521050	Steve Hillabrant	None	None	None		TIR Missed: Yes	1.20
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Resolved	TTR Missed: Yes	6.72
INC000000521051	Carrie Worthen	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.68
INC000000521074	Bonnie E Martineau	Application	Password	Novell GroupWise		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000521082	Lynn Sanderson	Network	Error	None		TIR Missed: No	0.40
	Metro B Desktop Support	Ken Bolkcom	Human Services	Low	Resolved	TTR Missed: No	3.55
INC000000521087	Bonnie E Martineau	Application	Password	Novell Messenger		TIR Missed: No	0.36
	Metro B Desktop Support	Peter Musser	Human Services	Low	Resolved	TTR Missed: No	0.52

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Human Services

INC000000521096	Wendy Simpson	Network	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.02
INC000000521106	Lisa Ortega	Application	Password	DB2 Query Management Facility		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.24
INC000000521109	Ed Fasy	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000521116	Susan Dalpiaz	None	None	None		TIR Missed: No	0.01
	Metro B Desktop Support	Joe tupou	Human Services	Low	Resolved	TTR Missed: No	3.82
INC000000521126	Ben Ukoh-Eke	PC/Laptop	Password	None		TIR Missed: No	0.02
	Metro B Desktop Support	Sami Casey	Human Services	Low	Resolved	TTR Missed: No	3.66
INC000000521128	Nan Mendenhall	None	None	None		TIR Missed: No	0.33
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.45
INC000000521133	Patrick Bradford	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000521134	Ruth Hauser	Application	Error	SAFE		TIR Missed: No	0.49
	Metro B Help Desk	Val Shepherd	Human Services	High	Resolved	TTR Missed: No	0.60
INC000000521136	Brian Jones	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000521138	Troy Randall	Server	None	None		TIR Missed: No	0.44
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.56
INC000000521140	Brian Jones	PC/Laptop	None	None		TIR Missed: No	0.35
	Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	0.61
INC000000521141	Vern Greenhalgh	Application	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.06
INC000000521149	Susan Dalpiaz	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro B Desktop Support	Cindy Reed	Human Services	Low	Resolved	TTR Missed: No	3.04
INC000000521158	Amber McCoy	PC/Laptop	Hardware	None		TIR Missed: No	0.17
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved	TTR Missed: No	0.20
INC000000521169	Toni Mortensen	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000521170	Pat Bates	Application	Password	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.02
INC000000521177	Ivana Meandzija	Application	None	Contract Approval Payment Sys		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00

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INC000000521180	Carol Black	Application	Error	ZENworks for Desktops	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.25
INC000000521183	Justina Flesher	None	None	None	TIR Missed: No	0.23
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.26
INC000000521187	Michelle Harper	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Resolved	TTR Missed: No	0.06
INC000000521189	Judy M Halford	None	None	Internet Explorer	TIR Missed: No	0.26
	Metro B Desktop Support	Anthony Booyse	Human Services	Low Resolved	TTR Missed: No	1.25
INC000000521240	Justina Flesher	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.52
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: Yes	6.32
INC000000521258	Shanna Stubbs	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.71
	Rural Central Desktop Support	Robert Case	Human Services	Low Resolved	TTR Missed: No	0.75
INC000000521270	Lillian Dopp	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.50
	Metro B Help Desk	Gary Graham	Human Services	Low Resolved	TTR Missed: No	0.56
INC000000521276	Annette Orton	Application	Error	SAFE	TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000521331	John Perkins	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low Resolved	TTR Missed: No	1.40
INC000000521348	Theo Judson	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000521356	Pat Bates	Network	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Resolved	TTR Missed: No	0.02
INC000000521363	Brent McKell	Network	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Resolved	TTR Missed: No	0.03
INC000000521367	Rod Cromar	None	None	None	TIR Missed: No	0.06
	Capitol Desktop Support	Danielle Hood	Human Services	Low Resolved	TTR Missed: No	0.06
INC000000521372	Jilene Gunther	None	None	None	TIR Missed: No	0.00
	Metro B Desktop Support	Ken Bolkcom	Human Services	Low Resolved	TTR Missed: No	2.98
INC000000521385	Tamra Parko	None	None	Microsoft Word	TIR Missed: No	0.30
	Metro B Desktop Support	Jay Locker	Human Services	Low Resolved	TTR Missed: No	1.76
INC000000521386	Rebecca Collier	Application	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Resolved	TTR Missed: No	0.02
INC000000521389	Sherranda Garzarelli	Network	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Resolved	TTR Missed: No	0.12

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INC000000521408	Pam Madsen	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Human Services	Low	Resolved	TTR Missed: No	0.37
INC000000521411	Leslie Sharaf	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Human Services	Low	Resolved	TTR Missed: No	0.35
INC000000521413	Steven Cox	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	James Stearns	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000521414	Steve Brown	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Human Services	Low	Resolved	TTR Missed: No	0.34
INC000000521417	Toshiko Barnes	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Human Services	Low	Resolved	TTR Missed: No	0.33
INC000000521418	Kristina Shock	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Human Services	Low	Resolved	TTR Missed: No	0.32
INC000000521420	Jessica Hooper	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Human Services	Low	Resolved	TTR Missed: No	0.32
INC000000521427	Kristy Barton	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000521429	greg damron	None	None	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.04
INC000000521441	Bart Schenck	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000521443	Janie Lopez	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000521446	Lisa Lewis	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000521456	Mark Perry	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000521470	Lori Herbert	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000521474	Lisa Bruno	None	None	PGP		TIR Missed: No	0.00
	Metro B Desktop Support	Peter Musser	Human Services	Low	Resolved	TTR Missed: No	2.80
INC000000521490	Marci Day	Application	None	iTunes		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Resolved	TTR Missed: No	1.77
INC000000521496	Candace Jensen	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.42
	Rural South Desktop Support	Lane Adams	Human Services	Low	Resolved	TTR Missed: No	2.06

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INC000000521497	Joan Charter	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000521499	Toshiko Barnes	PC/Laptop	Error	None		TIR Missed: No	0.41
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.55
INC000000521510	Paula Lamb	Application	None	BlueZone		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000521514	Zinna Burks	Application	None	BlueZone		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.07
INC000000521533	Carol Black	Application	None	None		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000521535	Corrie Miera	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000521544	Corinne Harryman	Application	Password	Utah Criminal Justice Informatio		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000521545	Cindy M Lopez	Application	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.20
INC000000521558	Janell Pugh	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ryan Casey	Human Services	Low	Resolved	TTR Missed: No	
INC000000521561	Barbara Ruff	Application	None	None		TIR Missed: No	0.05
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved	TTR Missed: No	1.66
INC000000521573	Brian D Nelson	Network	None	None		TIR Missed: No	0.27
	Campus Networking	Charmaine Malan	Human Services	Low	Resolved	TTR Missed: No	0.27
INC000000521580	Carol Black	None	None	None		TIR Missed: No	0.24
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.74
INC000000521615	Kurt Young	Network	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.38
INC000000521625	Traci Lee	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Human Services	Low	Resolved	TTR Missed: No	0.41
INC000000521629	Angie Pinna	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Human Services	Low	Resolved	TTR Missed: No	0.39
INC000000521633	Christine G Nguyen	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Human Services	Low	Resolved	TTR Missed: No	0.33
INC000000521634	Chandler Menteer	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Human Services	Low	Resolved	TTR Missed: No	0.31

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INC000000521644	Brooke Ibanez	Application	Error	Citrix ICA Client		TIR Missed: No	0.42
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.48
INC000000521647	Kurt Young	None	None	None		TIR Missed: No	0.16
	Metro B Desktop Support	Cindy Reed	Human Services	Low	Resolved	TTR Missed: No	0.17
INC000000521655	Teresa Fowers	Application	Error	Cisco AnyConnect VPN Client		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000521657	Tom Dunford	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.02
INC000000521679	Ellen Carle	Application	Error	Cisco AnyConnect VPN Client		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000521682	Shawna Cales	Application	Error	Cisco AnyConnect VPN Client		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000521695	Amy N Hall	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000521744	Linda Long	Application	Password	DB2 Query Management Facility		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000521753	Lory Pond	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000521769	Mark Perry	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000521772	Chad B Hansen	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000521774	Stacy Esplin	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000521776	Kimberly Davis	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000521777	Kurt Foster	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000521780	Donelle Clements	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000521807	Casey Cole	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000521818	Lindsay Harris	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro B Desktop Support	Jay Locker	Human Services	Low	Resolved	TTR Missed: No	0.00

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INC000000521822	Brent Perry	None	None	Novell GroupWise	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000521832	Eva Clarke	Application	None	Content Manager	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000521834	Linda Boyd-Melancon	Application	None	Content Manager	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000521845	Andrew Butcher	Application	Password	Citrix ICA Client	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000521849	Anita Rutledge	PC/Laptop	None	None	TIR Missed: No	0.28
	Rural Central Desktop Support	Troy Morris	Human Services	Low Resolved	TTR Missed: No	0.82
INC000000521850	Lori Savage	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000521872	Scott Abeyta	Network	None	None	TIR Missed: No	0.05
	Metro B Desktop Support	Annice Valdez	Human Services	Low Resolved	TTR Missed: No	0.08
INC000000521875	Mary Lou Warner	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000521884	Loralee Gacioch	Network	Performance	None	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000521890	Lynn Parkin	None	None	Office of Recovery Services Inf	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000521892	Tyler Petersen	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000521906	Marcie Rogers	Application	None	Citrix ICA Client	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000521918	Valorie Johnson	Application	Password	Citrix ICA Client	TIR Missed: No	0.13
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.40
INC000000521921	John LaCognata	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000521929	Navina Forsythe	Network	None	Novell ConsoleOne	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000521930	Skip Worwood	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000521933	Kathy Wilcox	Application	Error	Citrix ICA Client	TIR Missed: No	0.05
	Application Services	Tony Larsen	Human Services	Low Resolved	TTR Missed: No	1.15

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Human Services

INC000000521938	Debbie Stark	Network	None	None		TIR Missed: No	0.08
	Metro B Desktop Support	Jay Locker	Human Services	Low	Resolved	TTR Missed: No	1.21
INC000000521944	Brooke Bradshaw	Application	Password	PGP		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000521962	Tara Taysom	Network	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.06
INC000000521965	Lisa Baker	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Lori Hartzell	Human Services	Low	Resolved	TTR Missed: No	
INC000000521969	Debbie Booth	Application	Error	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.05
INC000000521981	Jan Fryer	None	None	None		TIR Missed: No	0.07
	Metro B Desktop Support	Peter Musser	Human Services	Low	Resolved	TTR Missed: No	0.07
INC000000521986	Charles Bentley	None	None	None		TIR Missed: No	0.06
	Metro B Desktop Support	Peter Musser	Human Services	Low	Resolved	TTR Missed: No	0.06
INC000000521990	Dianne Warner-Kearney	None	None	None		TIR Missed: No	0.06
	Metro B Desktop Support	Peter Musser	Human Services	Low	Resolved	TTR Missed: No	0.06
INC000000521992	Judy Sanders	PC/Laptop	Performance	None		TIR Missed: No	0.06
	Metro B Desktop Support	Peter Musser	Human Services	Low	Resolved	TTR Missed: No	2.48
INC000000521994	Milton Gale	Mobile Devices	Error	Droid		TIR Missed: No	0.25
	Application Services	Dustin Crump	Human Services	Low	Resolved	TTR Missed: No	0.32
INC000000522017	andrew ritter	None	None	State Payroll Time Entry System		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000522039	Lori Holmes	Mobile Devices	Error	Novell GroupWise PDA Connec		TIR Missed: No	0.06
	Application Services	Dustin Crump	Human Services	Low	Resolved	TTR Missed: No	2.47
INC000000522062	Celeste Moreno	Network	Incident	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	James Stearns	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000522077	Kent Karren	Network	None	None		TIR Missed: No	0.06
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	
INC000000522080	Kali Holliday	Network	Password	None		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000522081	Scott Jacobson	Mainframe	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.09
INC000000522088	Megan Mcomber	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00

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Human Services

INC000000522094	Heather Casutt Metro B Help Desk	Print/Copy/Scan/Fax Janet Hongsyvilay	Queue Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.06
INC000000522104	Justina Flesher Metro B Help Desk	None Val Shepherd	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.25 0.30
INC000000522129	Becky L Johnson Metro B Help Desk	Application Gary Graham	None Human Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	0.15 0.63
INC000000522136	Becky L Johnson Help Desk	Application Julie VanBeekum	None Human Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000522146	David Jones Help Desk	Network Julie VanBeekum	Password Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000522211	Nels Holmgren Application Services	Mobile Devices Dustin Crump	Error Human Services	Droid Low	Resolved	TIR Missed: No TTR Missed: No	0.80 3.11
INC000000522215	Brent Perry Voice Operations	Telecom Romanza Hamblin Sorensen	Voice Mail Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.02 1.34
INC000000522216	James Faulkner Metro B Help Desk	None Gary Graham	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.12 0.49
INC000000522223	Emilee Moon Help Desk	Application Brenda Treadway	Password Human Services	Utah Master Directory Low	Resolved	TIR Missed: No TTR Missed: No	0.86 0.88
INC000000522239	Venice Hampton Help Desk	Application Julie VanBeekum	Password Human Services	Utah Master Directory Low	Resolved	TIR Missed: No TTR Missed: No	0.64 0.80
INC000000522266	Amber Williams Metro B Help Desk	Application Janet Hongsyvilay	None Human Services	SAFE Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.08
INC000000522273	Kim Turner Metro B Desktop Support	None Peter Musser	None Human Services	Symantec AntiVirus Low	Resolved	TIR Missed: No TTR Missed: No	0.18 0.94
INC000000522275	Margaret Strasburg Help Desk	Application Brenda Treadway	Error Human Services	State Payroll Time Entry System Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000522290	Marci Day Metro C Help Desk	Network Ross Owen	Password Human Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000522310	Luanne Endres Metro B Help Desk	Network Val Shepherd	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000522320	Lyndsay A Smith Rural Central Desktop Support	None Jessica Purcell	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000522322	Rose Arrive Rural Central Desktop Support	None Jessica Purcell	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00

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INC000000522334	Lisa Ortega	Application	Password	DB2 Query Management Facility	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000522362	Jessica Cameron	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000522389	D'Lyn Mayne	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Troy Morris	Human Services	Low Resolved	TTR Missed: No	0.40
INC000000522393	Maria Sandoval	Application	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Resolved	TTR Missed: No	0.26
INC000000522394	Amanda Burtenshaw	Network	Password	None	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000522402	Tamera Neilson	Application	Reporting	State Payroll Time Entry System	TIR Missed: No	0.00
	Help Desk	James Stearns	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000522423	Sherry Tenney	Application	Password	Utah Master Directory	TIR Missed: No	0.14
	Help Desk	Vicky Marrelli	Human Services	Low Resolved	TTR Missed: No	1.32
INC000000522436	Melanie E. Davies	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000522454	Khamphoy Damrong	Network	Password	None	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000522460	Penny Weiss	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000522486	Linda Prince	None	None	None	TIR Missed: No	0.08
	Metro B Desktop Support	Jay Locker	Human Services	Low Resolved	TTR Missed: No	1.50
INC000000522495	Jodi Larsen	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000522503	Deanna Fata	Network	None	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000522517	Nathan Winters	None	None	Data Warehouse	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Resolved	TTR Missed: No	0.24
INC000000522522	Alycia Martin	Application	Reporting	Novell GroupWise	TIR Missed: Yes	1.17
	Rural Central Desktop Support	Robert Case	Human Services	Low Resolved	TTR Missed: No	1.17
INC000000522548	Mechel Gibbs	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000522556	Donelle Clements	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low Resolved	TTR Missed: No	0.00

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INC000000522558	Delilah Thomas	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000522590	Shannon Black	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Troy Morris	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000522599	Jill Hill	Network	Incident	None		TIR Missed: No	0.03
	Metro B Help Desk	Val Shepherd	Human Services	Medium	Resolved	TTR Missed: No	0.03
INC000000522600	Ayae Tueller	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000522617	Mary Beth Lente	None	None	Novell GroupWise		TIR Missed: No	0.00
	Rural Central Desktop Support	Troy Morris	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000522637	Ayae Tueller	None	None	None		TIR Missed: No	0.00
	Metro B Hosting	Paul Seager	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000522643	Jesse Killpack	None	None	None		TIR Missed: No	0.00
	Metro B Hosting	Paul Seager	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000522648	Roy Perez	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000522652	Notah Tahy	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000522684	Susan Riggs	Mainframe	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.02
INC000000522690	Wendy Simpson	Application	Password	SAFE		TIR Missed: No	0.23
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.23
INC000000522692	Judy Hafen	Mainframe	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.02
INC000000522693	Jennifer Popich	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000522696	Mike Shaw	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000522704	Sherry Tenney	PC/Laptop	Error	None		TIR Missed: No	0.91
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	1.28
INC000000522715	Linda Berry	Network	Password	None		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000522727	Charles Salazar	Network	Password	None		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Resolved	TTR Missed: No	0.00

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INC000000522734	Raitos Archuleta	Network	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.27
INC000000522741	Rick Cobia	Application	Error	Novell Client for 32-bit Windows		TIR Missed: Yes	1.29
	Rural North Desktop Support	Ryan Casey	Human Services	Low	Resolved	TTR Missed: No	1.29
INC000000522770	Christine Hamontree	Application	Error	Gmail		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000522776	Megan M Smith	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000522778	Heather Fischer	Application	Error	Citrix ICA Client		TIR Missed: No	0.20
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.23
INC000000522780	Melissa Moss	Application	None	Novell ConsoleOne		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000522782	Vern Greenhalgh	Network	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.05
INC000000522787	Shirley Branagan	Application	Error	State Payroll Time Entry System		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000522810	Kimberly Davis	Application	Password	SAFE		TIR Missed: No	0.21
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.45
INC000000522821	Patty Reed	Application	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.14
INC000000522824	Sherii Arnold	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000522827	Susan Musser	Network	Error	None		TIR Missed: No	0.24
	Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	0.24
INC000000522856	Linda Wininger	Application	Error	Novell GroupWise		TIR Missed: No	0.76
	Application Services	Dustin Crump	Human Services	Low	Resolved	TTR Missed: No	1.10
INC000000522872	Thelma Sorensen	Application	Password	DB2 Query Management Facility		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000522891	Shellie O Peterson	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000522898	Jamie Strong	Application	Error	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.03
INC000000522926	Alene Ortega	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00

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INC000000522954	Tom Darais	None	None	Sybase Open Client	TIR Missed: No	0.00
	Metro B Desktop Support	Stephanie Young	Human Services	Low Resolved	TTR Missed: No	1.04
INC000000522958	Mary Beth Lente	None	None	Citrix ICA Client	TIR Missed: No	0.23
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Resolved	TTR Missed: No	0.30
INC000000522973	Charlyn Child	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.35
	Rural Central Desktop Support	Robert Case	Human Services	Low Resolved	TTR Missed: No	0.35
INC000000522976	Julia Huffaker	Network	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000523010	Julienne Rhees	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Ryan Casey	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000523012	Mike Tenney	Application	None	State Payroll Time Entry System	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Resolved	TTR Missed: No	0.05
INC000000523025	Nancy Newman	Mainframe	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Resolved	TTR Missed: No	0.04
INC000000523068	Julie Williams	Application	None	Office of Recovery Services Infc	TIR Missed: No	0.13
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Resolved	TTR Missed: No	0.17
INC000000523077	Polly Gregson	PC/Laptop	None	None	TIR Missed: No	0.08
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Resolved	TTR Missed: No	0.23
INC000000523089	Nolan Dodge	Application	None	State Payroll Time Entry System	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Resolved	TTR Missed: No	0.05
INC000000523112	Lory Pond	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000523113	Wendy Ludlow	None	None	Microsoft Access	TIR Missed: No	0.00
	Rural Central Desktop Support	Troy Morris	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000523120	Stacie Pohahau	Application	Password	DB2 Query Management Facility	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000523132	Jacob Fox	Application	Password	Utah Master Directory	TIR Missed: No	0.00
	Help Desk	James Stearns	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000523137	Maria Ponce	None	None	None	TIR Missed: No	0.00
	Help Desk	Gerard Russell	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000523138	Heather Guanajuato	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000523140	Ginger Sanchez	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.00

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INC000000523163	Christopher Mathews	None	None	None		TIR Missed: No	0.00
	Metro B Hosting	Paul Seager	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000523175	Kevin Fortuna	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000523177	Philicia Thomas	None	None	None		TIR Missed: No	0.00
	Metro B Hosting	Paul Seager	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000523189	Melissa Carver	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000523197	Calvin Frampton	None	None	None		TIR Missed: No	0.00
	Metro B Hosting	Paul Seager	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000523200	Kathy D'more	Network	Incident	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000523221	Susan P Sanchez	None	None	None		TIR Missed: No	0.00
	Metro B Hosting	Paul Seager	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000523224	Odell Erickson	PC/Laptop	Hardware	None		TIR Missed: No	0.37
	Rural Central Desktop Support	Troy Morris	Human Services	Low	Resolved	TTR Missed: No	0.40
INC000000523268	Patricia Davis	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000523271	Patricia Davis	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000523280	Sione Kinikini	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	James Stearns	Human Services	Low	Resolved	TTR Missed: No	
INC000000523282	Jamie John	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000523291	Sione Kinikini	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.34
INC000000523300	Kathy Maxfield	Application	Password	DB2 Query Management Facility		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000523301	James Faulkner	Network	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000523303	Clarissa Blackmer	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.44
INC000000523307	Melanie Reynolds	Application	Password	RSA SecurID Software Token		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00

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INC000000523310	Jordan Bennett	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000523329	Mavanie Vein	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000523331	Shannon Black	Application	Error	State Payroll Time Entry System		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.01
INC000000523335	Christopher Scott	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000523344	Christopher Scott	None	None	None		TIR Missed: No	0.21
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.23
INC000000523345	Janis Widdison	Network	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.11
INC000000523348	Colleen Cook	Application	Password	PGP		TIR Missed: No	0.69
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.96
INC000000523349	Kris Hansen	PC/Laptop	Hardware	None		TIR Missed: No	0.02
	Rural South Desktop Support	Scott Jesienouski	Human Services	Low	Resolved	TTR Missed: No	0.47
INC000000523351	Frank Elder	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000523354	Kelli Karpakis	Application	Password	Content Manager		TIR Missed: No	0.62
	ORS Content Manager	Les Roberts	Human Services	Low	Resolved	TTR Missed: No	0.62
INC000000523355	Rachel Beecher	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000523359	Frank Elder	Application	Error	ZENworks for Desktops		TIR Missed: No	0.29
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.30
INC000000523366	Judy Hull	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000523373	John Macfarlane	Application	Password	State Payroll Time Entry System		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000523379	Andrew Archuleta	Application	Reporting	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000523388	Jim A Miller	Network	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.04
INC000000523389	Shanna Stubbs	None	None	State Payroll Time Entry System		TIR Missed: No	0.09
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.13

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INC000000523400	Mike P Conn Metro B Help Desk	Network Gary Graham	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000523409	Jamie Hinsz Metro B Desktop Support	PC/Laptop Michael Barth	Password Human Services	None Low	Resolved TIR Missed: No TTR Missed: No	0.44 2.37
INC000000523411	Wendy Robles Metro B Help Desk	Network Gary Graham	Password Human Services	Novell Client for 32-bit Windows Low	Resolved TIR Missed: No TTR Missed: No	0.00 0.00
INC000000523432	Shannon White Help Desk	Application Eileen Dubach	Password Human Services	Utah Master Directory Low	Resolved TIR Missed: No TTR Missed: No	0.71 0.71
INC000000523433	Susannah Burt Help Desk	Application Vicky Marrelli	Password Human Services	PGP Low	Resolved TIR Missed: No TTR Missed: No	0.00 0.40
INC000000523443	Stephanie Olsen Metro B Help Desk	Application Janet Hongsyvilay	None Human Services	None Low	Resolved TIR Missed: No TTR Missed: No	0.00 0.02
INC000000523449	Susannah Burt Help Desk	Application Eileen Dubach	Password Human Services	PGP Low	Resolved TIR Missed: No TTR Missed: No	0.00 0.00
INC000000523455	Jane E Dahl Metro B Desktop Support	Application Ken Bolkcom	None Human Services	None Low	Resolved TIR Missed: No TTR Missed: No	0.14 1.45
INC000000523461	Shannon White Help Desk	Network Julie VanBeekum	None Human Services	None Low	Resolved TIR Missed: No TTR Missed: No	0.00 0.00
INC000000523489	Vern Greenhalgh Metro B Help Desk	Network Gary Graham	Password Human Services	Novell Client for 32-bit Windows Low	Resolved TIR Missed: No TTR Missed: No	0.00 0.00
INC000000523490	Amanda Hemingway Metro B Help Desk	Network Val Shepherd	None Human Services	None Low	Resolved TIR Missed: No TTR Missed: No	0.12 0.16
INC000000523491	Karen Randall Metro B Help Desk	Application Janet Hongsyvilay	Error Human Services	Novell GroupWise Low	Resolved TIR Missed: No TTR Missed: No	0.00 0.02
INC000000523493	Ayae Tueller Help Desk	Application Vicky Marrelli	Password Human Services	Novell Client for 32-bit Windows Low	Resolved TIR Missed: No TTR Missed: No	0.00 0.00
INC000000523502	Kara Roberts Rural Central Desktop Support	Application Troy Morris	None Human Services	Internet Explorer Low	Resolved TIR Missed: No TTR Missed: No	0.43 0.43
INC000000523505	Jennifer Ferrin Metro B Help Desk	Network Gary Graham	Incident Human Services	Novell ConsoleOne Low	Resolved TIR Missed: No TTR Missed: No	0.00 0.00
INC000000523507	Lori Herbert Rural South Desktop Support	PC/Laptop Lance Nay	Performance Human Services	None Low	Resolved TIR Missed: No TTR Missed: No	0.00 0.00
INC000000523512	Rick Harwood Metro B Help Desk	Application Gary Graham	Password Human Services	Novell Client for 32-bit Windows Low	Resolved TIR Missed: No TTR Missed: No	0.00 0.00

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Human Services

INC000000523518	Serena Hubert	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Resolved	TTR Missed: No	1.36
INC000000523524	David Cianto	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Matthew Blunk	Human Services	Low	Resolved	TTR Missed: No	2.94
INC000000523526	Matthew Lyman	Application	Password	Novell GroupWise		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000523533	Paul Putnam	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000523539	Mandy Caswell	Application	Error	Novell GroupWise		TIR Missed: No	0.46
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.54
INC000000523541	Vicky Westmoreland	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.10
INC000000523542	Rick H Hansen	None	None	None		TIR Missed: No	0.07
	Metro B Desktop Support	Jay Locker	Human Services	Low	Resolved	TTR Missed: No	2.53
INC000000523555	Ed Conley	Application	Error	Medicaid Managed Care System		TIR Missed: No	0.79
	Metro C Desktop Support	Troy Buchanan	Human Services	Low	Resolved	TTR Missed: No	1.47
INC000000523565	Jennifer Melcomian	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000523570	Deann Mason	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000523577	Jill Rainey	Network	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.22
INC000000523583	Lori Boyce	Application	Error	eFIND/eSHARE		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Human Services	Low	Resolved	TTR Missed: No	0.04
INC000000523588	Ken McCauley	Network	None	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000523593	Becky Gallegos	None	None	RSA SecurID Software Token		TIR Missed: Yes	1.09
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	2.81
INC000000523600	Kristie Gilson	Network	Error	None		TIR Missed: No	0.66
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.80
INC000000523608	Amber McCoy	None	None	None		TIR Missed: No	0.07
	Metro B Desktop Support	Jay Locker	Human Services	Low	Resolved	TTR Missed: No	1.31
INC000000523613	Desiree Steadman	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Resolved	TTR Missed: No	0.61

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INC000000523618	Tiffany White	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.02
INC000000523621	Wendy Simpson	Application	Error	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.15
INC000000523627	Pam Gonzales	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000523630	Kristie Gilson	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000523634	JJ Glazier	None	None	None		TIR Missed: No	0.17
	Metro B Desktop Support	Ken Bolkcom	Human Services	Low	Resolved	TTR Missed: No	1.16
INC000000523637	Christopher Chord	None	None	Utah Master Directory		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000523644	Summer Shelton	Application	Reporting	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	James Stearns	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000523645	Justina Flesher	None	None	None		TIR Missed: No	0.33
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.36
INC000000523646	Tiffany White	Network	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.09
INC000000523660	Laura Garrard	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000523663	Jenna Bloswick	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000523665	Summer Shelton	Application	Reporting	State Payroll Time Entry System		TIR Missed: No	0.67
	Metro B Desktop Support	Ken Bolkcom	Human Services	Low	Resolved	TTR Missed: No	1.61
INC000000523669	Pat Peterson	Application	None	Microsoft Windows XP Professional		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000523670	Delayne Heinhold	Application	Error	SAFE		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.14
INC000000523693	Susannah Burt	Application	Password	PGP		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000523696	Natalie B Henderson	Network	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.06
INC000000523705	Ryan Sights	Application	None	Employee Gateway		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Resolved	TTR Missed: No	0.00

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INC000000523711	Kristin Lambert Metro B Help Desk	Application Janet Hongsyvilay	None Human Services	Microsoft Office Low	Resolved	TIR Missed: No TTR Missed: No	0.00 4.32
INC000000523732	Rebecca Collier Metro C Help Desk	Print/Copy/Scan/Fax Reed Stohel	Queue Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000523739	Kami Elmer Rural South Desktop Support	Application Lance Nay	Error Human Services	Internet Explorer Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000523747	Kolei Maile Help Desk	Application Eileen Dubach	Password Human Services	Utah Master Directory Low	Resolved	TIR Missed: No TTR Missed: No	0.75 0.75
INC000000523751	Tyler D Black Metro C Help Desk	None Ross Owen	None Human Services	Offender Tracking Low	Resolved	TIR Missed: No TTR Missed: No	0.00 3.42
INC000000523752	Lisa St Louis Help Desk	Network James Stearns	Password Human Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000523765	Susan Chandler Rural Central Desktop Support	Application Paul Petersen	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.65 3.10
INC000000523766	Traci Lee Application Services	Application Paul Lundell	None Human Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	0.52 5.62
INC000000523770	Kolei Maile Help Desk	Application Eileen Dubach	Password Human Services	Utah Master Directory Low	Resolved	TIR Missed: No TTR Missed: No	0.53 0.53
INC000000523772	Greg Damron Metro B Help Desk	Application Gary Graham	Password Human Services	SAFE Low	Resolved	TIR Missed: No TTR Missed: No	0.23 0.39
INC000000523786	Amy Whittle Metro B Help Desk	Application Janet Hongsyvilay	None Human Services	Novell Messenger Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.05
INC000000523794	Debra Dopp Metro B Help Desk	Mainframe Janet Hongsyvilay	Error Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.03
INC000000523799	Julene Jones Metro B Help Desk	Application Janet Hongsyvilay	Error Human Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.11
INC000000523805	Jill Colvin Metro B Desktop Support	None Stephanie Young	None Human Services	State Payroll Time Entry System Low	Resolved	TIR Missed: No TTR Missed: No	0.31 1.56
INC000000523813	Ivana Meandzija Metro B Help Desk	Network Gary Graham	Incident Human Services	Novell ConsoleOne Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000523821	Kristin C Strong Help Desk	None Eileen Dubach	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000523822	Randy Blatnik Help Desk	PC/Laptop James Stearns	Password Human Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00

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INC000000523823	Jeffery Schofield	None	None	RSA SecurID Software Token	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low Resolved	TTR Missed: No	1.92
INC000000523824	John H Thompson	None	None	Novell GroupWise	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low Resolved	TTR Missed: No	1.32
INC000000523826	Christopher Pappas	Application	None	Novell GroupWise	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Resolved	TTR Missed: No	0.07
INC000000523844	Suzanne O'Connell	None	None	PGP	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low Resolved	TTR Missed: No	1.16
INC000000523855	Mechel Gibbs	None	None	RSA SecurID Software Token	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low Resolved	TTR Missed: No	1.01
INC000000523885	Beth Larson	Telecom	Voice Mail	Telephone	TIR Missed: No	0.54
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Low Resolved	TTR Missed: No	1.02
INC000000523897	Karen Andersen	Application	Error	Utah Master Directory	TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000523904	Elaine Boren-Hess	PC/Laptop	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Resolved	TTR Missed: No	0.28
INC000000523908	Elizabeth Solis	None	None	Microsoft Office	TIR Missed: No	0.06
	Metro B Desktop Support	Anthony Booyse	Human Services	Low Resolved	TTR Missed: No	1.17
INC000000523920	Bill Duncan	Application	None	Citrix ICA Client	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Resolved	TTR Missed: No	0.02
INC000000523925	Bill Duncan	Application	None	Citrix ICA Client	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Resolved	TTR Missed: No	0.02
INC000000523928	Nathan Steimle	Application	None	Adobe Acrobat	TIR Missed: No	0.77
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Resolved	TTR Missed: No	1.21
INC000000523932	Lesa Willhard	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Resolved	TTR Missed: No	0.02
INC000000523938	Heather Guanajuato	Network	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Resolved	TTR Missed: No	0.04
INC000000523977	Arnold Jones	Network	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Resolved	TTR Missed: No	0.04
INC000000523985	Randy Blatnik	Network	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Resolved	TTR Missed: No	0.02
INC000000523995	Brooke Ibanez	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low Resolved	TTR Missed: No	0.00

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INC000000524000	Noela Karza	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000524002	Peggy Grusendorf	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000524049	Paula K Douglass	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.22
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.44
INC000000524059	Amanda Hemingway	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000524077	Sandra Gustaveson	None	None	None		TIR Missed: No	0.23
	Application Services	Danielle Hood	Human Services	Low	Resolved	TTR Missed: No	0.78
INC000000524086	Monica Hernandez	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000524093	Rashelle Butcher	Application	Password	DB2 Query Management Facility		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000524101	Shauna Iverson	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000524107	Joseph Kruse	Application	None	Employee Gateway		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000524111	John Macfarlane	Application	Error	Data Warehouse		TIR Missed: No	0.50
	Metro B Desktop Support	Anthony Booyse	Human Services	Low	Resolved	TTR Missed: No	0.50
INC000000524132	Monica Hernandez	Application	Password	Utah Master Directory		TIR Missed: No	0.13
	Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	0.13
INC000000524162	Valene Tuttle	Mobile Devices	None	None		TIR Missed: No	0.00
	Application Services	Dustin Crump	Human Services	Low	Resolved	TTR Missed: No	0.70
INC000000524181	Kimberly Morgan	None	None	None		TIR Missed: No	0.02
	Rural North Desktop Support	Ryan Casey	Human Services	Low	Resolved	TTR Missed: No	0.02
INC000000524202	Chris Pacheco	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000524203	Paula Lamb	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000524205	Vicky Turner	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000524207	Heather Holbrook	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00

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INC000000524210	Patricia Davis	Network	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000524212	Heather Holbrook	Network	Incident	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000524220	Sifa Tafisi	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000524224	Anna Reposa	Network	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000524225	Susan Musser	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Desktop Support	Peter Musser	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000524227	Brent Kelsey	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000524236	Janet Kinder	Application	Error	Novell Messenger		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.67
INC000000524251	Kristy Bate	Telecom	Voice Mail	Telephone		TIR Missed: No	0.13
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Resolved	TTR Missed: No	0.24
INC000000524255	Susan Adair	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000524257	Bart Mason	Application	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.05
INC000000524261	Kathy Wilcox	Application	Error	Citrix ICA Client		TIR Missed: No	0.32
	Application Services	Terry Forsgren	Human Services	Low	Resolved	TTR Missed: No	0.38
INC000000524290	Kerry Hedin	PC/Laptop	None	None		TIR Missed: No	0.32
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.45
INC000000524298	Jennifer N Davis	Network	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.09
INC000000524307	Paula Loakes	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000524316	Misty Bringhurst	Application	Error	None		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000524321	Jeff Wells	Application	None	None		TIR Missed: No	0.07
	Metro B Desktop Support	Ken Bolkcom	Human Services	Low	Resolved	TTR Missed: No	2.11
INC000000524340	Wendy Ludlow	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00

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Human Services

INC000000524342	Julie Wright	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.03
INC000000524345	Christy Van Buskirk	Network	Error	None		TIR Missed: No	0.35
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.73
INC000000524350	Roberta Myren	PC/Laptop	Error	None		TIR Missed: No	0.21
	Rural North Desktop Support	Don Higgs	Human Services	Low	Closed	TTR Missed: No	0.21
INC000000524354	Tiffani Diamond	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Resolved	TTR Missed: No	
INC000000524372	Traci Barker	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.55
	Rural South Desktop Support	Lane Adams	Human Services	Low	Resolved	TTR Missed: No	0.81
INC000000524388	Janet Kinder	Application	Password	None		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000524391	Paul Arnold	None	None	McAfee Firewall		TIR Missed: No	0.19
	Rural South Desktop Support	Lance Nay	Human Services	Low	Resolved	TTR Missed: No	0.19
INC000000524393	Leslee Butterfield	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.02
INC000000524405	Ken Matheson	Telecom	Voice Mail	Telephone		TIR Missed: No	0.33
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Resolved	TTR Missed: No	0.74
INC000000524432	Joshua jefferson	Telecom	Voice Mail	Telephone		TIR Missed: No	0.03
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Resolved	TTR Missed: No	0.09
INC000000524448	Arnold Jones	Network	Error	None		TIR Missed: No	0.30
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.50
INC000000524450	Paul Arnold	Application	None	None		TIR Missed: No	0.72
	Application Services	Paul Lundell	Human Services	Low	Resolved	TTR Missed: No	0.76
INC000000524459	Kim A Gardner	Network	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.02
INC000000524462	Scott Blackburn	Network	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.02
INC000000524493	Curtis Tesch	Application	None	SAFE		TIR Missed: No	0.98
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.98
INC000000524506	Cindy Brock	Application	Password	Citrix ICA Client		TIR Missed: No	0.94
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	1.53
INC000000524526	Keith Brown	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.00

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INC000000524527	Kathleen Fife	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000524530	Kathy Butt	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000524532	Katie DeGroot	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000524535	Suzanne O'Connell	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000524547	Toa Leiataua	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000524558	Nancy Stucki	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.37
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Resolved	TTR Missed: No	0.37
INC000000524595	Dorie Farah	None	None	Internet Explorer		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000524601	Jackie Southwick	Application	None	Microsoft Word		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.05
INC000000524609	Steven Zimmerman	Network	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.02
INC000000524620	Cassie Beck	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Resolved	TTR Missed: No	0.20
INC000000524634	Michael Blakey	Network	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.19
INC000000524640	Eva Clarke	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	0.15
	Metro B Desktop Support	Annicce Valdez	Human Services	Low	Resolved	TTR Missed: No	1.21
INC000000524645	Elizabeth Purdy	PC/Laptop	None	None		TIR Missed: No	0.09
	Metro B Desktop Support	Peter Musser	Human Services	Low	Resolved	TTR Missed: No	0.25
INC000000524660	Caroline Merveille	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000524665	Lesa Willhard	Application	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000524670	Christina Bradshaw	None	None	None		TIR Missed: No	0.68
	Campus Networking	Charmaine Malan	Human Services	Low	Resolved	TTR Missed: No	0.68
INC000000524672	Angie Pinna	None	None	None		TIR Missed: No	0.19
	Metro B Help Desk	None	Human Services	Low	Resolved	TTR Missed: No	0.19

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INC000000524695	Ivana Meandzija Metro B Help Desk	Application Val Shepherd	None Human Services	Contract Approval Payment Sys Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000524701	Astrid Sherrow Help Desk	Application Julie VanBeekum	None Human Services	Novell GroupWise Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.26
INC000000524703	Alicia Norris Rural Central Desktop Support	Application Jeremy Standifird	None Human Services	SAFE Low	TIR Missed: No Resolved TTR Missed: No	0.33 1.55
INC000000524709	Mardee Schoenfeld Metro B Help Desk	Application Janet Hongsyvilay	None Human Services	SAFE Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.07
INC000000524720	Lisa Ames Metro C Help Desk	None Cindy Romrell	None Human Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000524721	Sariah Medrano Metro D Help Desk	Network Doug Brown	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000524724	Arnold Jones Metro B Help Desk	Network Janet Hongsyvilay	None Human Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.04
INC000000524737	Ralph Colosimo Help Desk	Network Brenda Treadway	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000524738	Adela Rubio Rural North Desktop Support	Print/Copy/Scan/Fax Ruston McKay	Queue Human Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000524744	Milton Gale Metro B Help Desk	Application Janet Hongsyvilay	Password Human Services	Citrix ICA Client Low	TIR Missed: No Resolved TTR Missed: No	0.33 0.35
INC000000524755	Arnold Jones Metro B Help Desk	Network Janet Hongsyvilay	None Human Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.21
INC000000524772	Kolleen Fortner Metro B Desktop Support	Network Cindy Reed	None Human Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.12 0.12
INC000000524814	Natalie Holt Metro B Help Desk	Network Janet Hongsyvilay	Error Human Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.04
INC000000524824	Janna Griffith Metro B Desktop Support	Print/Copy/Scan/Fax Tyler Pearce	Incident Human Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.03 4.62
INC000000524828	Lory Pond Metro B Help Desk	Print/Copy/Scan/Fax Gary Graham	Queue Human Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000524856	Shanel Long Help Desk	Application Eileen Dubach	Password Human Services	Cisco AnyConnect VPN Client Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000524876	Cassie Beck Application Services	None Dustin Crump	None Human Services	Data Synchronizer Low	TIR Missed: No Resolved TTR Missed: No	0.13 0.28

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INC000000524877	Michelle Cintron Metro B Help Desk	None Gary Graham	None Human Services	Novell GroupWise Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000524885	Annita Kendall Metro B Help Desk	Application Janet Hongsyvilay	Error Human Services	Utah Criminal Justice Informatio Low	TIR Missed: No TTR Missed: No	0.00 0.02
INC000000524920	Alexandra Urban Metro A Help Desk	Application Ed Conrad	Error Human Services	ZENworks for Desktops Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000524943	Angela Ward Rural North Desktop Support	None Lori Hartzell	None Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000524945	Susan Clements Rural North Desktop Support	None Lori Hartzell	None Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000524951	Matt Peterson Metro B Help Desk	Application Val Shepherd	Password Human Services	Citrix ICA Client Low	TIR Missed: No TTR Missed: No	0.01 0.01
INC000000524958	Eva Clarke Metro A Help Desk	Print/Copy/Scan/Fax Ed Conrad	Queue Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000524986	Sione Kinikini Metro B Help Desk	PC/Laptop Val Shepherd	Password Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000524995	Patricia Davis Metro B Desktop Support	None Annice Valdez	None Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.96
INC000000525006	Gaye Bluemel Metro B Help Desk	Network Val Shepherd	Incident Human Services	Novell ConsoleOne Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000525011	Ronald F Jacobson Metro B Help Desk	Application Val Shepherd	Password Human Services	RSA SecurID Software Token Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000525028	Kim A Gardner Metro B Help Desk	Network Val Shepherd	Incident Human Services	Novell ConsoleOne Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000525039	Liz Wing Metro B Help Desk	Print/Copy/Scan/Fax Val Shepherd	Queue Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000525046	Troy Harward Metro B Help Desk	Application Val Shepherd	Error Human Services	SAFE High	TIR Missed: No TTR Missed: No	0.15 0.15
INC000000525068	Marti James Rural South Desktop Support	Application Lance Nay	Reporting Human Services	SAFE Low	TIR Missed: No TTR Missed: No	0.07 0.60
INC000000525073	Chuck Berglund Metro B Help Desk	Network Janet Hongsyvilay	Error Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.20
INC000000525087	Lory Pond Rural Central Desktop Support	None Ron LeBaron	None Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00

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INC000000525090	Tamra Parko	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000525109	Lori Stybe	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ryan Casey	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000525119	Rick H Hansen	None	None	None		TIR Missed: No	0.34
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved	TTR Missed: No	3.07
INC000000525120	Vicky Westmoreland	Application	Error	Citrix ICA Client		TIR Missed: No	0.29
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.70
INC000000525123	Tonya Myrup	Application	Password	Citrix ICA Client		TIR Missed: No	0.27
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.30
INC000000525149	Shirley Bleazard	Network	None	None		TIR Missed: No	0.08
	Metro B Desktop Support	Peter Musser	Human Services	Medium	Resolved	TTR Missed: No	0.08
INC000000525176	Karla Campbell	Print/Copy/Scan/Fax	None	None		TIR Missed: Yes	1.15
	Rural Central Desktop Support	Jeremy Standifird	Human Services	Low	Resolved	TTR Missed: No	1.56
INC000000525179	Lory Pond	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.01
INC000000525186	Sara Visser	PC/Laptop	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.05
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	1.09
INC000000525229	Justina Flesher	Application	None	None		TIR Missed: No	0.11
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.16
INC000000525256	Shawna Peterson	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	
INC000000525274	Charlyn Child	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000525296	Melinda Tippetts	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.02
INC000000525311	Ronda Jones	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000525314	Delilah Thomas	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000525318	Katie DeGroot	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000525323	Brandy Terry	Application	Password	Citrix ICA Client		TIR Missed: No	0.10
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.15

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INC000000525343	Laura Liddell	Application	Error	Utah Electronic Resource and E	TIR Missed: No	0.04
	Metro B Help Desk	Gary Graham	Human Services	Low Resolved	TTR Missed: No	0.52
INC000000525351	Courtney Shakespear	Mobile Devices	Error	Novell GroupWise PDA Connec	TIR Missed: No	0.09
	Application Services	Dustin Crump	Human Services	Low Resolved	TTR Missed: No	0.37
INC000000525360	Marti James	None	None	None	TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000525407	Carolyn Smith	None	None	Microsoft Word	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000525409	Carolyn Smith	None	None	Citrix ICA Client	TIR Missed: No	0.24
	Metro B Help Desk	Gary Graham	Human Services	Low Resolved	TTR Missed: No	2.08
INC000000525426	Catherine Taylor	Telecom	Voice Mail	Novell GroupWise	TIR Missed: No	0.29
	Application Services	Martin Gonzalez	Human Services	Low Resolved	TTR Missed: No	1.54
INC000000525435	Rick H Hansen	None	None	None	TIR Missed: No	0.00
	Metro B Desktop Support	Annice Valdez	Human Services	Low Resolved	TTR Missed: No	0.04
INC000000525437	Kym Wilson	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low Resolved	TTR Missed: No	0.29
INC000000525456	John Miller	Application	None	Utah Master Directory	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Resolved	TTR Missed: No	0.10
INC000000525462	Dawn Hollingsworth	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Wayne Higgs	Human Services	Low Resolved	TTR Missed: No	0.30
INC000000525463	Angel Makishi	Network	Password	None	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000525477	Debi Williams	Network	None	None	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000525492	Nivek Cook	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000525494	phillip volgel	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000525541	Cathy Valerio	Application	None	Citrix ICA Client	TIR Missed: No	0.05
	Metro B Help Desk	Gary Graham	Human Services	Low Resolved	TTR Missed: No	0.12
INC000000525616	Wendy Carter	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000525617	Laurie Adams	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low Resolved	TTR Missed: No	0.00

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INC000000525619	Carma Hemingway	PC/Laptop	None	None		TIR Missed: No	0.10
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.21
INC000000525623	Michelle Briseno	Network	None	None		TIR Missed: No	0.13
	Metro B Hosting	James Gramse	Human Services	Low	Resolved	TTR Missed: No	0.14
INC000000525674	Treva Bell	Application	Error	WordPerfect Office 2002		TIR Missed: No	0.22
	Metro B Hosting	James Gramse	Human Services	Low	Resolved	TTR Missed: No	0.62
INC000000525683	Traci Jones	Application	None	RSA SecurID Software Token		TIR Missed: No	0.08
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.19
INC000000525697	Staci Loosemore	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000525704	Jennifer Evans	None	None	PGP		TIR Missed: No	0.04
	Metro B Desktop Support	Tyler Pearce	Human Services	Low	Resolved	TTR Missed: No	0.54
INC000000525716	Terri Nixon	None	None	Internet Explorer		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000525733	Mary C Blackburn	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.09
INC000000525734	Esperanza Tiatia	Network	Password	None		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000525745	Kristi Peterson	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.10
INC000000525748	Dolores J. J Demkov	Application	None	Microsoft Word		TIR Missed: No	0.44
	Metro B Desktop Support	Jay Locker	Human Services	Low	Resolved	TTR Missed: No	0.48
INC000000525776	Lory Pond	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00